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ABSTRACT

This student activity book contains pencil-and-paper activities for use in a hospitality services course focusing on the food and lodging segments of the hospitality and tourism industry. The activities are organized into 29 chapters on the following topics: hospitality services industry; professional ethics; organization/management structures in the hospitality industry; safety practices and emergency procedures; applications of technology in hospitality; property maintenance/repair; purchasing equipment and supplies; security; marketing, public relations, and special promotions; legal considerations; hospitality services guests/customers; needs of guests/customers; techniques for complaint resolution and guest/customer service; front office procedures of hotel operations; departmental functions of hotel operations; equipment and supplies for housekeeping and laundry tasks; housekeeping and laundry tasks in hotel operations; time and energy management techniques for housekeeping/laundry tasks; sanitation and disinfection techniques for housekeeping/laundry tasks; entering and exiting cleaning areas; linen repair/maintenance; sources/functions of nutrients; nutrient retention; housekeeping procedures and sanitation standards; choice of food service equipment; management principles related to food production and services; quantity food production techniques; and food presentation and server techniques. Each chapter begins with a list of objectives. (MN)

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Hospitality Services

Student Activity Book

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Hospitality Services
Student Activity Book

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Preface

The area of hospitality services is one which affords exciting opportunities for students as a career option. The Bureau of Labor Statistics reports over 10 million persons employed nationwide by the hospitality industry, with predicted increase to 12.4 million by the year 2005. The national employment base, the largest of any private sector industry, includes significant numbers of women and minorities. Worldwide, the hospitality and tourism industry generates $2.5 trillion in annual revenues, making it the world's largest industry.

The hospitality and tourism industry encompasses four major segments—food, lodging, travel, and recreation. The focus of materials in this Hospitality Services series is upon the food and lodging segments. Within these segments exist diverse career opportunities. Restaurant and hotel management require knowledge of subject matter from a variety of disciplines. Employment is available at a variety of levels ranging from entry-level jobs to professional careers. Employment opportunities and qualification requirements of employees vary according to location, type of business, and management style. The Hospitality Services series presents general information about various areas of the hospitality industries. Content should be presented with an understanding that some employment situations will fit the descriptions provided while others will vary. Therefore, hands-on experience and use of other resource materials are important components of the total training experiences needed by students entering the hospitality services industry.

Hospitality Services is part of an occupational education series which focuses on a broad range of employment opportunities. Each title in the series addresses one career cluster. The materials may be used for one or two years of instruction. The instructional materials designed for the hospitality career cluster include the following components:

- The Reference Book provides information needed by hospitality services employees. Each chapter begins with Essential Elements and Objectives to Achieve. Within the text, italicized, bold-faced vocabulary terms are included with definitions or explanations. Content of each chapter is summarized in Points to Remember; vocabulary words are repeated in a list of Words to Know. Questions for Review are provided for the student at the end of each chapter.
- The Curriculum Guide provides a variety of teacher information. Teaching strategies, teaching aids, tests for each chapter in the reference book, and answers to chapter tests and student activities are provided to assist the teacher.
- The Student Activity Book provides a variety of pencil-and-paper activities. Activities are provided for all objectives on the Objectives to Achieve lists and correlate with chapters in the Reference Book.

Curriculum materials for other career clusters are also available from the Home Economics Curriculum Center, Texas Tech University, Box 41161, Lubbock, Texas 79409-1161.

1

Hospitality Services Industry

ESSENTIAL ELEMENT

- Describe management functions related to property operation and support services. (v1A)

OBJECTIVES TO ACHIEVE

- Describe the hospitality services industry and its lodging operations.
- Explain services provided by various types of food and beverage operations.
- Identify responsibilities of hospitality services managers.
- Analyze personal qualities needed by hospitality services managers.
- Point out advantages and disadvantages of employment in the hospitality services industry.

In today's society, traveling and dining are favorite pastimes. Regardless of where persons are going, for business or for pleasure, at some point in the journey, they will need a place to sleep and food to eat.

The hospitality services industry encompasses lodging and food and beverage operations. The services date back to the earliest of time and have grown as our society has become more mobile. Lodging and food and beverage operations can be found in almost any community. The hospitality services industry is one of the largest service industries in the United States today.

Activity 1—1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

banquet
bars
bed and breakfast homes
bed and breakfast inns
budget
cafeterias
cafeteria service
catering
central kitchen
chain hotel
clubs
commercial hotels
commissary service
condominium hotels
convention business
counter service
customers
education business
fast-food restaurants
feedback
full-service restaurant
government business
guests
home delivery
hospitality services
hotels institutional food service
luxury hotels
management by objectives
marketing plan
motels
motor hotels
motor inns
participative management style
residential hotels
resort hotels
seated service
self-service
snack bar
takeout service
transient business
tray line service
vending

Activity 1–2
Writing

DIRECTIONS: Write a paragraph describing the size, scope, and importance of the hospitality services industry in today's society.

Hospitality Services Industry

Activity 1–3
Matching

DIRECTIONS: Complete the following activity to explain services provided by various types of food and beverage operations. In the blank to the left of each type of food and beverage operation in column I, write the letter of the description from Column II that best describes the type.

Column I

_____ 1. Bars and clubs

_____ 2. Cafeterias

_____ 3. Catering

_____ 4. Central kitchen or Commissary Service

_____ 5. Fast-food Restaurant

_____ 6. Full-service Restaurant

_____ 7. Home Delivery Service

_____ 8. Institutional Food Services

_____ 9. Snack Bar and Vending Service

_____ 10. Takeout Service

Column II

A. Offers seated service to customers in various price ranges and may offer extensive or limited menus

B. Provides food that is served quickly in various price ranges

C. Allows a person to order by phone or in person and take the food home when it is ready

D. Provides buffet style food service, allowing customers to choose items that are served by food service employees

E. Provides food service on or off the business' premises

F. Offers customers a limited menu choice and seated, trayline, and mobile cart service

G. Offers limited choices and serves students, patients, passengers, customers, and vending machine users

H. Offers food items that are prepared quickly and easily, sometimes instantly

I. Offered by some restaurants which allows a person to call and order food, and an employee of the restaurant delivers the food to the person's home

J. Offers extensive choices of alcoholic and nonalcoholic beverages and sometimes snacks

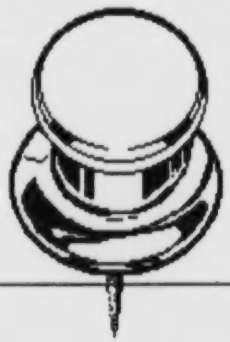
Activity 1–4
True/False

DIRECTIONS: Identify responsibilities of hospitality services managers by completing the following activity. Write the word *True* in the box to the left if the statement is true. Write the word *False* in the box if the statement is false. In the space provided beneath each statement, reword each false statement to make it a true statement.

	STATEMENT
	1. Customer satisfaction and financial success are interrelated.
	2. In hotel management, the budget and the annual marketing plan are the owner's primary concerns.
	3. Hotel general managers are responsible for preparing and sending necessary reports about hotel operations to the hotel's owner.
	4. The general manager is responsible for weekly operational checks to ensure the business' smooth operation.
	5. Employee performance and customer satisfaction reflect management's responsibility to the employees.
	6. It is management's responsibility to provide a safe place for employees and guests.
	7. The manager must make sure that the hotel or food operation has an adequate inventory for each day's business.
	8. In food operations management, emphasis must be placed on producing quality products and not on creating a desired atmosphere.

Activity 1–5
Creating

DIRECTIONS: Create a classified ad to fill a position for a hospitality services manager. Emphasize personal qualities that are needed to be effective hospitality managers.



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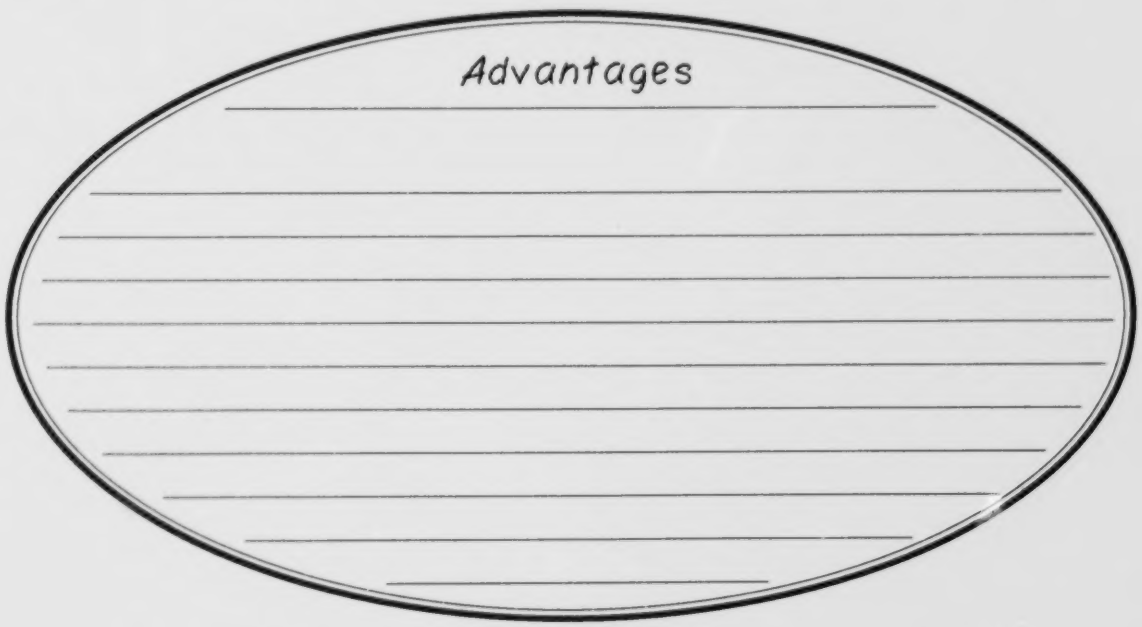
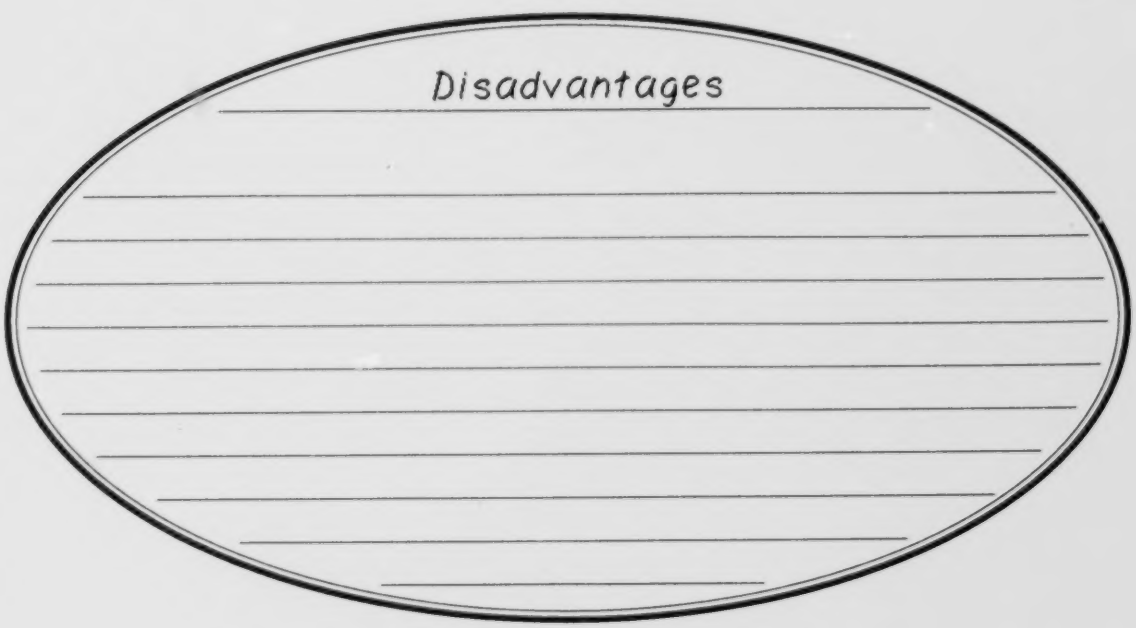
Activity 1—6
Writing

DIRECTIONS: Working in a hospitality services occupation can be both rewarding and demanding. Point out advantages and disadvantages of employment by completing the following activity. Write a paragraph about both in the spaces provided below.





2

Professional Ethics for the Hospitality Industry

ESSENTIAL ELEMENT

- Discuss a code of professional ethics for hospitality employees. (v1B)

OBJECTIVES TO ACHIEVE

- Explain the role of ethics in successful employment.
- Discuss the meaning of professionalism.
- Outline ethical responsibilities of hospitality employees.
- Discuss the importance of ethics and professionalism in the hospitality services industry.

A person's conduct almost always affects other people. In business, each person's actions affect not only other people, but also the business and its relationship with other individuals and businesses as well. Professional ethics are systems of moral principles and standards of conduct that govern individuals, professions, or businesses.

A variety of jobs exist in the hospitality industry that offer good career opportunities. Professionalism is important in the hospitality services industry because employers, customers, and guests expect to receive professional services. Some jobs can be done with little experience while others require special training, education, and experience. Employees who govern themselves by professional ethics will build good reputations allowing them to move on to greater opportunities as their careers progress in the hospitality services industry.

Activity 2–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

code of ethics

ethical

ethics

Golden Rule

kickbacks

morality

professional

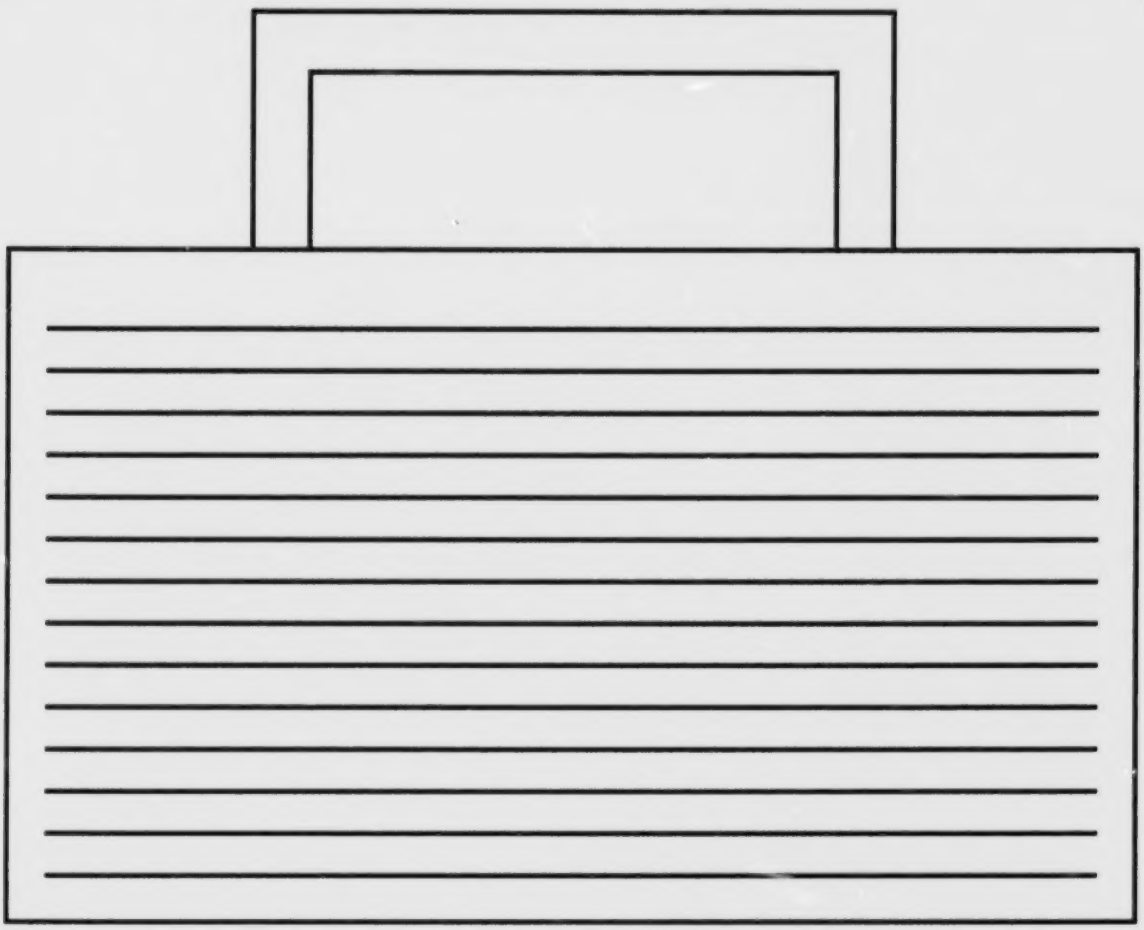
professional ethics

professionalism

Activity 2–2
Creating and Writing

Part 1

DIRECTIONS: Create a code of ethics for the Hospitality Services Industry.



Part 2

DIRECTIONS: Write a paragraph explaining the role of ethics in successful employment.

Activity 2–3
Evaluation

Part 1
DIRECTIONS: Place an **X** next to the statements below which are characteristic of professionalism. List other qualities that also describe professionalism.

1. _____ Exhibits expertise
2. _____ Is dependable in meeting obligations
3. _____ Brings personal problems to work
4. _____ Assumes responsibility for his or her own actions
5. _____ Is content with self and skills
6. _____ Works best with close supervision to get work done on time
7. _____ Desires to give services to others
8. _____ Does not attempt to advance at the expense of others
9. _____ Is a follower and waits to be told what to do
10. _____ Is loyal to co-workers and clients
11. _____ Displays an appearance that is appropriate for the profession
12. _____ Is always looking for a new career field
13. _____ Contributes to the skill and knowledge of the profession

Part 2
DIRECTIONS: Select two of the items above that are not characteristic of professionalism (those not marked with a X). In the space below, explain how important it is for employees to recognize these traits in themselves. Discuss how these characteristics can be improved.

Activity 2–4
True/False

DIRECTIONS: Complete the following activity to explain the importance of ethical responsibilities of hospitality employees. Read each statement. Place a ✔ in the *True* column if the statement is a true. Place a ✔ in the *False* column if the statement is false. In the space provided, reword each false statement to make it a true statement.

True	False	STATEMENT
		1. Ethical responsibilities of hospitality employees include being honest in all actions and relationships performed by the business and its responsibilities.
		2. Ethical decisions arise out of situations and relationships.
		3. Employees should look at buying and selling matters subjectively.
		4. Conflicts of interest should be avoided if at all possible.
		5. Employees in the hospitality industry have common backgrounds.
		6. Standards of morality are universal and all employees are expected to follow those standards.
		7. If an employee sees a fellow employee steal money or other valuables from a guest's room, the act should be reported to the supervisor.
		8. Employees are often selected with thorough screening and trusted until they give employers reason for distrust.

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Activity 2–5
Multiple Choice

DIRECTIONS: To discuss the relationship of ethics and professionalism, complete the following activity. For each statement with which you agree, place an **X** in the blank labeled *Agree*. For each statement with which you disagree, place an **X** in the blank labeled *Disagree*. In the space provided, write a one-sentence statement defending your answer.

1. The hospitality service business should portray a professional image.
   _____**Agree** _____**Disagree**

2. Providing proper service to customers is required for success.
   _____**Agree** _____**Disagree**

3. An employee's conduct does not always affect other individuals.
   _____**Agree** _____**Disagree**

4. All managers are role models for professionalism.
   _____**Agree** _____**Disagree**

5. Companies should make employees sign conduct policies to ensure that each employee knows what is expected of him or her and understands company policy.
   _____**Agree** _____**Disagree**

6. Often employees are selected with thorough screening and trusted until they give employers reasons for distrust.
   _____**Agree** _____**Disagree**

3

Organization/Management Structures in the Hospitality Industry

ESSENTIAL ELEMENT

- Contrast various ownership/management structures in the hospitality industry. (v1C)

OBJECTIVES TO ACHIEVE

- Review the five legal forms of business organization.
- Summarize the various types of operational/management methods for businesses.

A person who wants to own a hospitality business has several options for organization from which to choose. Hotel and food operations vary in the types of organization and methods of operation or management. Business owners can choose from several forms of business organization when planning to open a hospitality business. Business owners also select the operational or management methods used for managing the business. The various types and forms of business organization and operational or management methods are outlined in this chapter.

Activity 3–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

board of directors
capital expenditures
capital goods
chain operations
corporation
franchise
franchise businesses
franchisee
franchiser
general partnership
independent businesses
independent operations
limited partnership
multi-unit organizations
owner-managed businesses
owner-operated businesses
private corporations
public corporations
shareholders
silent partners
sole proprietorship
subchapter S corporation

Activity 3–2
Multiple Choice

DIRECTIONS: In the blank to the left of each statement, write the letter of one of the five legal forms of business organization described. The business organizations are listed below.

_____ 1. Has silent partners

_____ 2. Created by a statute that allows a group of people to work together for a profit

_____ 3. Tax-option forms of incorporations that permit qualifying corporations to be taxed as sole proprietors

_____ 4. All profits go to the owner

_____ 5. Some partners do not have a voice in business decisions or management control

_____ 6. Begun by creating an agreement or contract among the people wanting to conduct business together for a profit

_____ 7. Financing is limited to the owner's personal funds and any loans others are willing to offer the owner

_____ 8. Owners are called shareholders

_____ 9. Highly regulated by the Internal Revenue Service and the state

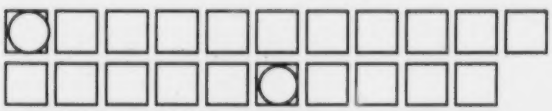
_____ 10. A joint ownership of business

Activity 3–3
Sentence Completion

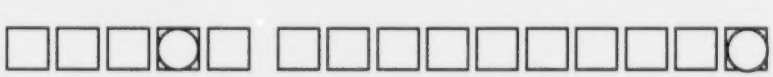
DIRECTIONS: The following statements summarize the various types of operational/management methods for business. Each statement contains a scrambled word. Unscramble the words and place them in the boxes provided.

Bonus: When all words are unscrambled, unscramble the circled letters to fill-in-the-blank at the end of the activity.

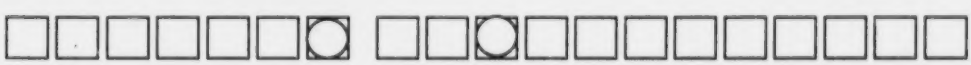
1. Owner-operated property that is not affiliated with a multiple unit organization is commonly classified into one group called **EDNDEPNNIET AEONRSITOP**.



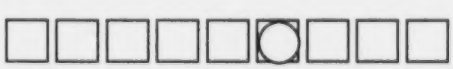
2. **AICHN EOSRNPOATI** refer to several businesses which may have the same or different names, but have the same ownership.



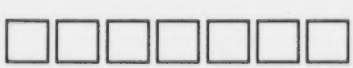
3. Monies used toward the acquisition or production of capital goods is called **TAILPCA XDPEIESNEURT**.



4. Multi-unit organizations consist of both chain businesses and **ACSHFIREN** businesses.



5. The difference between an owner- **EARODPTE** and the owner **AGEMDNA** business is that the owner-**NAGDEMA** has a supporting staff of employees to help run the business.



Bonus: _ _ _ _ _ _ _ _ _ _ _ _

4

Safety Practices and Emergency Procedures

ESSENTIAL ELEMENT

- Demonstrate safety practices and emergency procedures. (v1D)

OBJECTIVES TO ACHIEVE

- Identify safety responsibilities of management and employees.
- Discuss government regulations, codes, and standards.
- Determine major causes of job-related accidents.
- Outline procedures for prevention of job-related accidents.
- Describe procedures used in fire emergencies.
- Explain procedures used in weather emergencies or disasters.
- Identify procedures used in medical emergencies.

Hospitality employees are responsible for knowing emergency plans and how to perform emergency procedures. Employees are also responsible for helping their business maintain a hazard-free environment by following safety rules and procedures and by identifying and reporting hazardous conditions.

This chapter discusses how hospitality management must provide a hazard-free workplace for employees and a safe environment for customers. Management is responsible for establishing and enforcing safety rules, policies, and procedures; providing safety and emergency information in employee training and continuing education programs; providing fire extinguishers and first-aid kits; and immediately correcting safety violations recorded by safety committees or safety enforcement agencies.

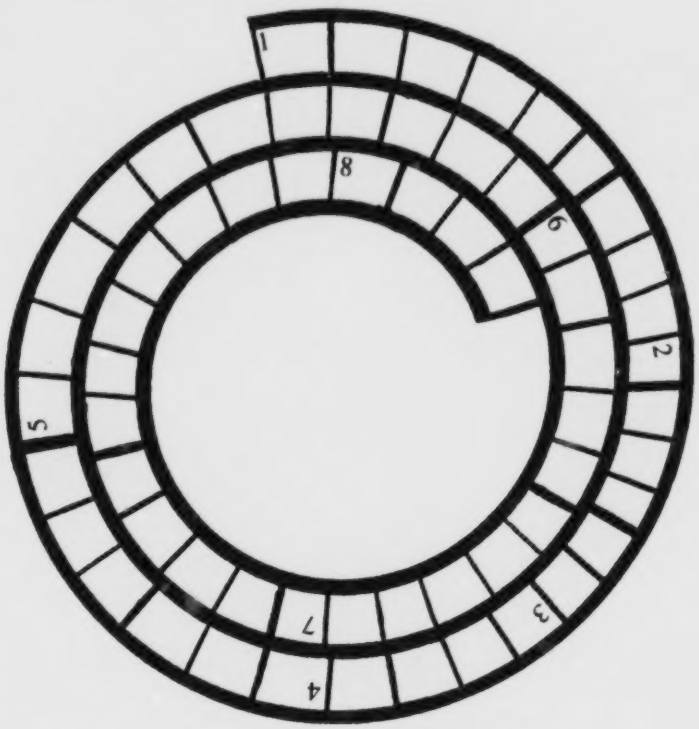
Activity 4—1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

abdominal thrust
cardiopulmonary resuscitation (CPR)
chaseways
chest thrust
Class A fire
Class B fire
Class C fire
codes
combustibles
compliance
consciousness
contingency plans
diaphragm
disabilities
dressing
emergency medical personnel
emergency meeting locations
escape routes
evacuate
fire extinguishers
first-degree burn
flammable
food-borne illness
hazard
heat detectors
Heimlich maneuver
liability
manual thrusts
microorganisms
National Weather Service
negligent
obese
obstructions
Occupational Safety and Health Administration (OSHA)
paramedic
quench
regulations
sanitation
second-degree burn
shock
smoke detectors
smoldering
third-degree burn
thunderstorm warning
thunderstorm watch
tornado warning
tornado watch
workers' compensation insurance

Activity 4–2
Puzzle

DIRECTIONS: To identify safety responsibilities of management and employees, complete the following activity. Read each statement carefully and select the word which best completes each sentence. Place the word by the corresponding number in the spiral puzzle.



1. The legal responsibility or obligation for loss or damage is called _____.

2. A _____ is a potentially dangerous condition.

3. _____ is a department within the local government that enforces the regulations to help businesses prevent safety hazards and accidents.

4. Exits that have been identified as safe for use in an emergency are also called _____ routes.

5. _____ plans are plans for handling possible conditions and are used by most hotel and food operations.

6. Good _____ is necessary for maintaining healthful conditions.

7. Hospitality businesses must carry worker's _____ insurance to cover workers who are injured as a result of their employment.

8. A set principle of conduct is also known as a _____.

Activity 4–3
Writing

DIRECTIONS: Complete the following activity regarding government regulations, codes, and standards. Beside each regulation, code, or standard listed below, discuss it and how it is used in the hospitality industry.

1. OSHA:

2. Workers' Compensation laws:

3. Building Codes:

4. Health Inspections:

5. Fire Codes:

Activity 4—4
Identification

DIRECTIONS: Complete the following activity to determine major causes of job-related accidents. Read each item below. If the item describes a way to prevent job-related accidents, draw a ☺ in the space to the left of the item. If the item describes a major cause of job-related accidents, leave the space blank.

_____ 1. Fatigue

_____ 2. Proper use of equipment

_____ 3. Slippery or wet floors

_____ 4. Running and jumping in the pool area

_____ 5. Adequate lighting on stairways

_____ 6. Use of the proper knife for the job

_____ 7. Loose ceiling tiles

_____ 8. Discarding chipped or cracked glass

_____ 9. Use of aluminum ladders around electrical sources

_____ 10. Ranges, ovens, and hoods that are free from grease

_____ 11. A nutritious diet

_____ 12. Handle equipment with wet hands

_____ 13. Aerosol products near open flame

_____ 14. Monitor temperature of oils

_____ 15. Pick up broken pieces of glass with hands

_____ 16. Store heavy items on lower shelves

_____ 17. Practice good posture

_____ 18. Use water or flour to extinguish a grease fire

_____ 19. Get help to lift heavy objects

_____ 20. Inspect fire systems twice a year

Activity 4–5
Case Studies

DIRECTIONS: Read each of the following case studies. In each situation, the employee fails to follow one or more procedures in a job-related accident. Below each situation, record the proper procedure to follow.

1. Mark broke a glass in the dishwater.

2. Tasha used a damp hot pad to remove the pan from the oven.

3. John turned off the electric mixer with damp hands.

4. Monica and Delores placed damp chicken into very hot grease. The grease overflowed onto the stove and floor.

5. Derek must relight the pilot on the range.

6. Stacey is new on the job and having a very difficult time carrying loaded food trays.

7. Garrett has a difficult time staying awake at the front desk especially during the night shift.

Activity 4–6
Evaluation

Part 1

DIRECTIONS: Complete the following items related to appropriate procedures used in fire emergencies. Each item describes a procedure along with two choices of ways to handle a fire related situation. For each item, choose the most appropriate procedure. Place an **X** in the space to the left of your chosen response.

1. Fire Prevention Techniques:
   _____ A. A federal law requires that all hotels provide charged smoke detectors in every room.
   _____ B. A federal law requires that only hotels provide charged smoke detectors in every room, while some states require that both hotels and motels provide the detectors.

2. Employee responsibilities during fire emergencies:
   _____ A. An employee should report a fire immediately to the front desk.
   _____ B. An employee should report a fire immediately to the supervisor.

   _____ A. The front desk is responsible for the evacuation of the hotel/motel.
   _____ B. The front desk is responsible for gathering a list of registered guests.

3. Procedures for reporting fires:
   _____ A. An employee should never try to extinguish a fire unless it is small and the employee is trained to use a fire extinguisher.
   _____ B. An employee should never try to extinguish a fire but should call the fire department first and then the supervisor.

4. Procedures for evacuation:
   _____ A. Chaseways are automatically unlocked in the event of a fire so that hotel guests may escape.
   _____ B. In the event of a fire, hotel guests must escape through guest room doors and fire exits.

5. Procedures for extinguishing **fires**:
   _____ A. A Type A fire extinguisher should be used on flammable liquids.
   _____ B. A Type B fire extinguisher should be used on a grease fire.

6. Procedures for eliminating oxygen:
   _____ A. Open all windows and doors in the fire area.
   _____ B. Close all windows and doors in the fire area.

Part 2

DIRECTIONS: In the space provided below, write a paragraph describing the fire procedures used in your place of employment.

Activity 4–7
Matching

DIRECTIONS: Explain procedures used in weather emergencies by matching the grouping with its description. Place the letter of the grouping in the blank to the left of its description. Some words may be used more than once.

	Description	Emergency
_____ 1.	Water and gas leaks are a concern in their aftermath	A. Watch
_____ 2.	Pose occasional threats of widespread damage to coastal areas	B. Tornadoes
_____ 3.	Conditions are likely for a weather emergency or disaster to occur	C. Blizzards
_____ 4.	Most hotel and food operations for these are similar to their fire plan	D. Earthquakes
_____ 5.	A weather emergency or disaster has occurred, and people in the area should take necessary precautions immediately	E. Warning
_____ 6.	Most common in the northern part of the United States	F. Hurricanes
_____ 7.	Occur without warning and last only a few seconds or minutes	
_____ 8.	Results may include closed roads, stalled traffic, and broken power and telephone lines	
_____ 9.	Parts of buildings may crack and crumble as a result	
_____ 10.	Employees must evacuate guests to predetermined meeting areas and remain there until the management announces that the danger has passed	
_____ 11.	Enough warning is usually given to enable the evacuation of hospitality operations before the storm approaches	
_____ 12.	Windows should be boarded or taped to prevent damage from broken glass, winds, tides, and flying debris	

Activity 4–8
Sentence Completion

DIRECTIONS: Unscramble the words in the left-hand column to complete the sentences identifying procedures used in medical emergencies. Write the unscrambled words in the blanks to complete the statements.

1.	**MIRPAACED**	A _____ is a person trained in emergency medical care as a medical rescue professional.
2.	**EKCOH**	Individuals can _____ when something, such as food, becomes lodged in their throat and breathing is obstructed.
3.	**MICHLEHI NEUREMVA**	An abdominal thrust procedure known as the _____ _____ is a method of forcing air from the lungs to dislodge an obstruction in a person's throat.
4.	**EBUL SLIPUP**	A person who has stopped breathing may be unconscious, have no breathing movements in the chest or stomach, lips may be _____, and _____ may be dilated.
5.	**RDHTI EREDGE**	A burn that is characterized by partially destroyed skin and charring is called a _____ - _____ burn.
6.	**ODLOB SOLS**	Shock and loss of consciousness may be a result of rapid _____ _____.
7.	**SEDSRGNI**	A _____ is a sterile bandage used to cover and protect a wound.
8.	**KHOSC**	A result of a depression of vital body functions is known as _____.
9.	**USDFIL**	After an accident, victims should not be given _____ if they are nauseated, unconscious, have head or abdominal injuries, or may require surgery.
10.	**TPORER**	An employee should always _____ potential hazards to the front desk for correction.

5

Applications of Technology in the Hospitality Industry

ESSENTIAL ELEMENT

- Describe applications of technology in the hospitality industry. (v1E)

OBJECTIVES TO ACHIEVE

- Explore recent technological advances and their applications in lodging operations.
- Review recent technological advances and their applications in food and beverage operations.

High tech automation and computerization helps businesses decrease inconsistencies, costs, human errors, and increases efficiency. A certain amount of inconsistency will always exist and affect costs when people are performing tasks. The need for improved measures in controlling, accountability, information processing, and guest security lead the hospitality industry to search for better methods.

This chapter deals with recent technology that is helping the industry become more efficient, secure, and cost effective. Widespread technological advances are in management systems, communications, and security systems. New advances and new technology are being created and implemented constantly.

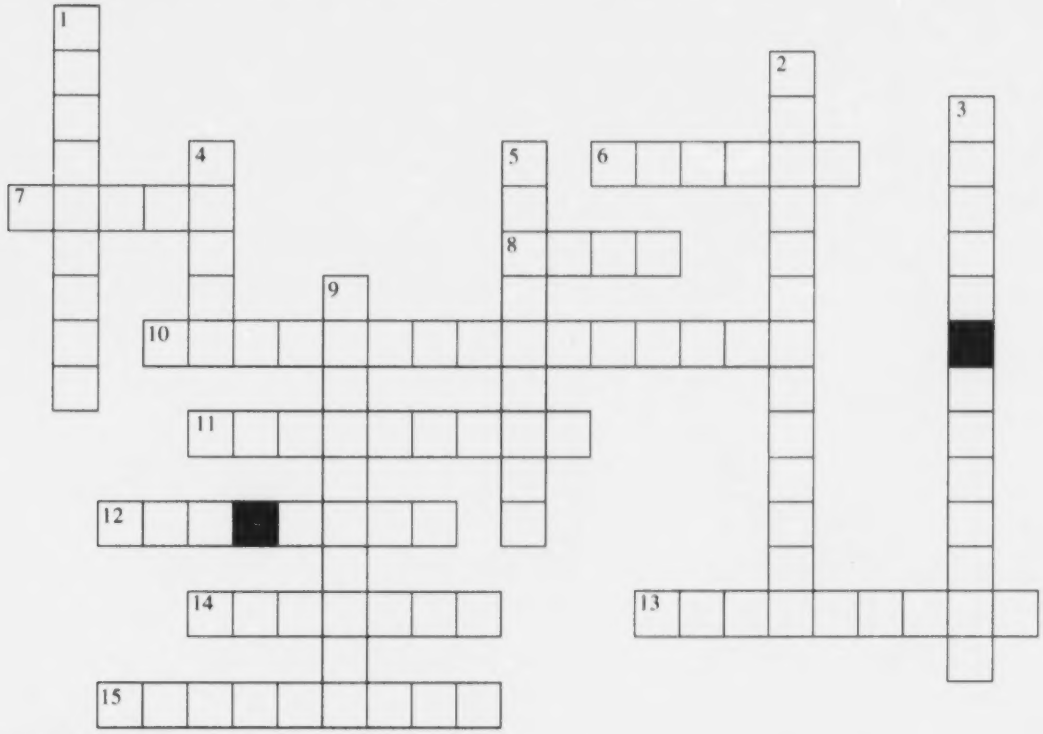
Activity 5–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

amenities
automated cash controller machines
automated dispensers
automatic programmatic lock
automatic timers
automation
bucket
city ledger
commercial microwave ovens
comp
computerization
computerized kitchen equipment
computerized self-service check-in terminal
controlling
depersonalize
electric video monitor systems
energy management systems
facsimile machine
folio
frozen drink machines
guest ledger
interfacing point-of-sale terminals
inventory
key card
ledger
monitor
pourer
precheck machines
property management systems
purveyors
software
telephone call accounting system
time conveyor ovens

Activity 5–2
Puzzle

DIRECTIONS: Complete the crossword puzzle using the missing words from the clues. Clues relate to recent technological advances and their applications in lodging operations.



ACROSS

6. A _____ is a book in which debits and credits are posted.

7. Electronic surveillance systems are made up of _____ cameras strategically placed around the property and connected to monitors.

8. A record of charges made by people who are not registered guests of a hotel but live in the community and make charges at the restaurant or bar is called a _____ ledger.

10. The process of controlling operations with the use of a computer is referred to as _____.

11. Devices that activate lighting switches to turn lights on and off at designated times are called _____ timers.

12. The _____ _____ is a device with numbers or holes representing a code that will unlock a corresponding programmable lock.

13. A list or amount of rooms available for dates is called a room _____.

14. Hotels use electronic _____ systems as security systems for building exteriors, parking lots, walkways, and other areas.

15. Interfacing point-of-sale _____ are located where sales take place and are connected by wire and interface cards to a computer.

DOWN

1. Goods or services that are intended to add to a guest's convenience or comfort are called _____.

2. A management concern regarding computers is that they tend to _____ customer service.

3. A documentation of a guest's past stays is also known as a _____ _____.

4. A manual means of organizing a guest's reservations and charges is incorporated with a guest _____.

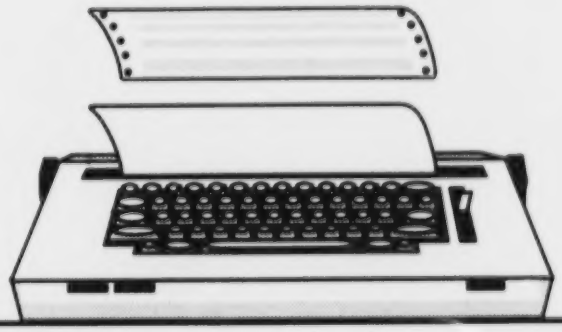
5. A method of transmitting images or printed material electronically is called _____.

9. The technique of making something operate automatically is known as _____.

Activity 5–3
Research

DIRECTIONS: Review recent technological advances and their applications in food and beverage operations by completing the following activity. Look at the equipment listed below and select one. Write a paragraph below explaining its impact on the food and beverage industry.

precheck machines
commercial microwave ovens
computerized kitchen equipment
time conveyor ovens



6

Property Maintenance and Repair

ESSENTIAL ELEMENT

- Describe simple procedures for property maintenance and repair. (v2A)

OBJECTIVES TO ACHIEVE

- Explain the importance of property maintenance and repair in the hospitality services industry.
- Review guidelines for the preventative maintenance of hospitality services property.
- Identify general procedures for maintaining and repairing physical facilities.
- Describe procedures used for maintaining and repairing swimming pools, saunas, hot tubs, and weight rooms.
- Outline procedures used for grounds maintenance and repair.

Care of a hospitality business' property and assets is essential to guest satisfaction, business operation, and equipment investment. A hospitality operation must look attractive and well maintained to the customer in order to gain the customer's business.

This chapter deals with property maintenance and its relation to guest sales and satisfaction. A good maintenance program affects smooth operation and guest satisfaction. Following a preventative maintenance schedule helps keep a business from experiencing unexpected major breakdowns and difficult problems that could affect guest comfort and satisfaction.

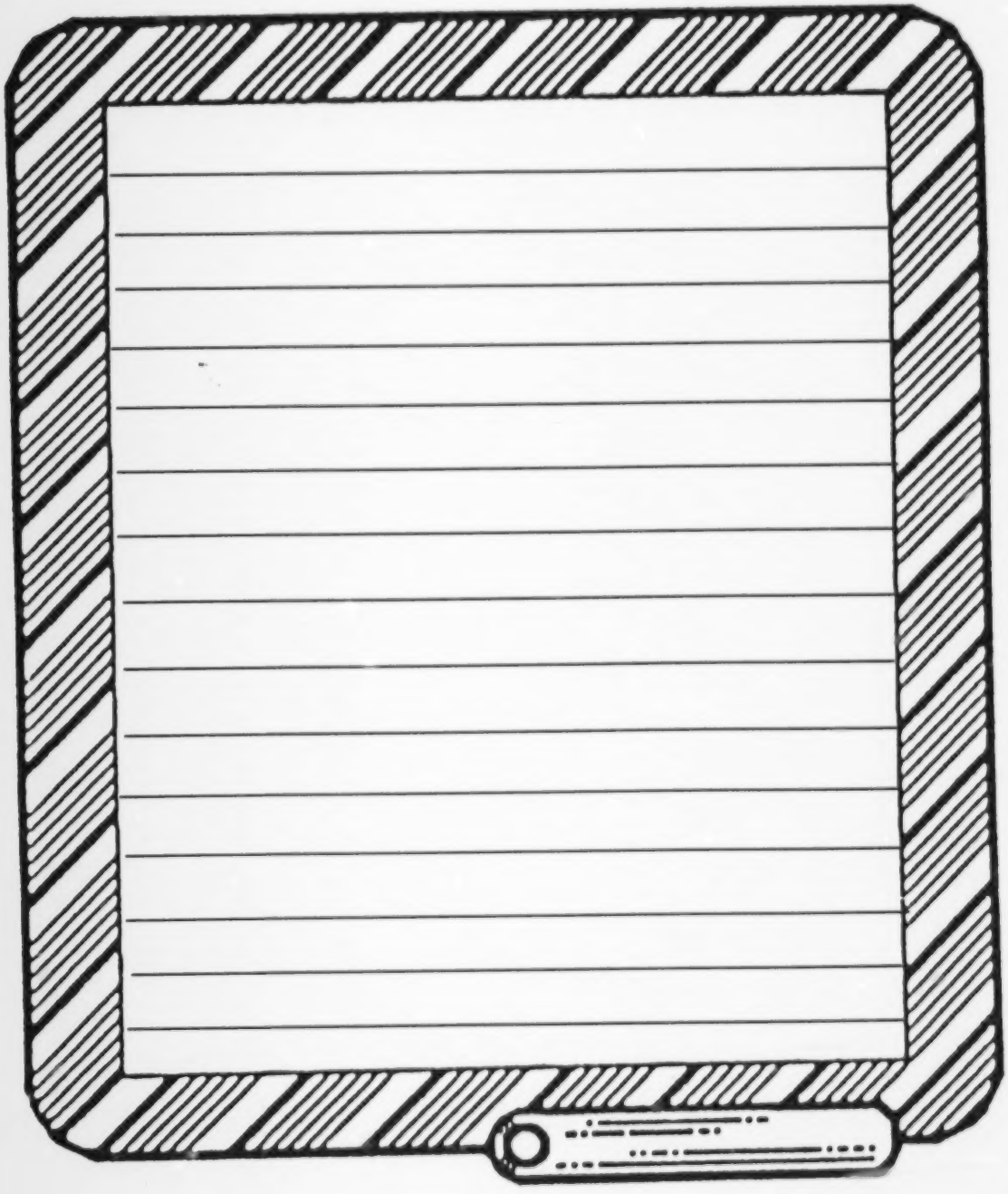
Activity 6–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

acid
algae
alkaline
bitumen
chlorine
fertilization schedule
fertilizer
Freon
grease traps
groundskeeper
heating elements
horticulture
hot tubs
landscaper
lime
mildew
pesticides
pH level
plumber's snake
pool brush
pool skimmers
preventative maintenance
saunas
skimmer baskets
spa
superchlorine
weight rooms
whirlpool baths

Activity 6–2
Writing

DIRECTIONS: Write a paragraph on the chalkboard below explaining the importance of property maintenance and repair in the hospitality services industry.



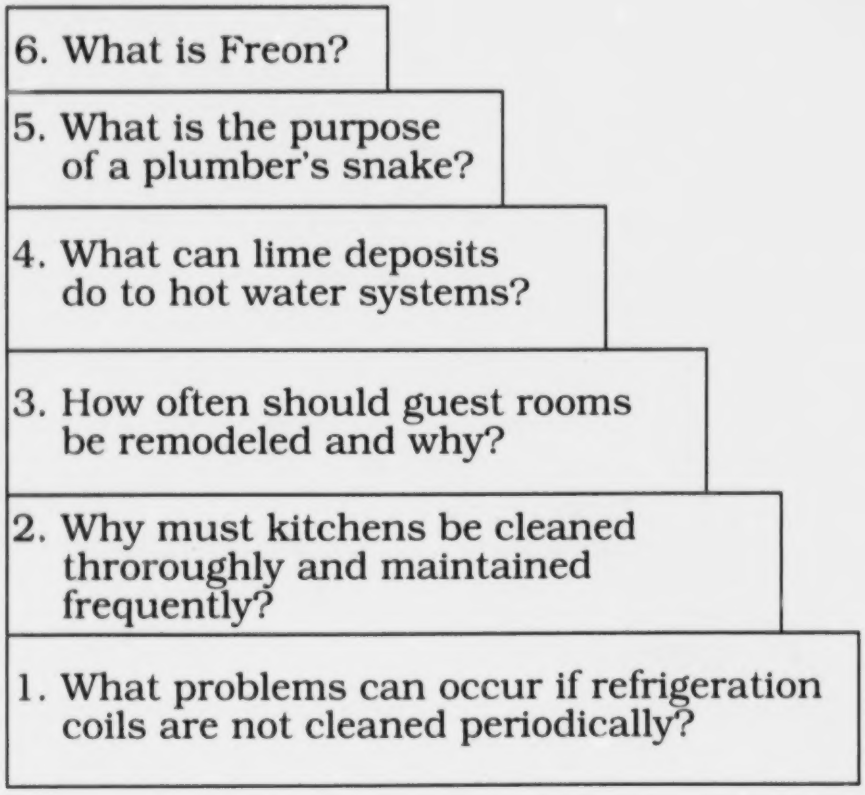
Activity 6–3
True/False

DIRECTIONS: Review guidelines for the preventive maintenance of hospitality services property by completing the activity below. Read each statement. If the statement is correct, place a ✔ in the *True* column. If the statement in incorrect, place a ✔ in the *False* column. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. The temperature of the boiler should be checked at a regular interval at least once a week.
		2. The temperature of the walk-in cooler should be checked on a daily basis.
		3. Mattresses should be rotated every other month.
		4. Thermostats in commercial or public areas should be checked weekly.
		5. Bathroom fan filters should be replaced every six months.
		6. Fire extinguishers should be checked once a year.
		7. Parking lots should be checked every two months.
		8. Water temperatures should be checked weekly.

Activity 6–4
Research

DIRECTIONS: "Step Up" to identifying general procedures for maintaining and repairing physical facilities. Begin with the bottom step. Write your answers to each question in the blanks provided below the staircase.


6. What is Freon?
5. What is the purpose of a plumber's snake?
4. What can lime deposits do to hot water systems?
3. How often should guest rooms be remodeled and why?
2. Why must kitchens be cleaned throroughly and maintained frequently?
1. What problems can occur if refrigeration coils are not cleaned periodically?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Activity 6–5
Sentence Completion

DIRECTIONS: Each of the following sentences contains a scrambled word. Write the unscrambled words in the blank to the left of each sentence. After unscrambling the word for each item, write another complete sentence using the unscrambled word in the space below each item.

1. _____ The built-in **GTHANEI SLEMTEEN** are heat sources that warm the water for whirlpools and hot tubs.

2. _____ The aquatic plant **AEGAL** creates a slick film on pool surfaces that is unpleasant to feel and may cause guests to slip.

3. _____ The heat produced from running water over heated rocks in the **ASNSAU** is typically hot enough that it inhabits the growth of most bacteria and viruses.

4. _____ Due to the potential dangers related to saunas, whirlpool baths, swimming pools, and weight rooms located in the hotel **ASP**, the room or area should be checked frequently to see that all equipment is working and in good condition.

5. _____ Once a week **RENCEUSIRPLHO** should be used to clean a pool of nonfilterable wastes, such as body and tanning oils.

6. _____ A pH level of seven in the swimming pool indicates that there is to much **LNAAKILE** in the water.

7. _____ A device used to remove leaves, trash, and other debris from a pool is generally called a **ERMSIMK**.

8. _____ Too little **DCIA** in a swimming pool can cause corrosion in pipes and in the pool.

Activity 6–6
Matching

Part 1

DIRECTIONS: Complete the following activity to outline procedures used for grounds maintenance and repair. For each term identified, select the most appropriate description. Draw a line from each term to the best description.

Term	Description
1. fertilizer	A. An annual plan
2. schedule	B. The science and art of growing plants
3. groundskeeper	C. Helps plants grow and remain healthy
4. pesticides	D. Agents used to destroy pests
5. horticulture	E. Landscaper

Part 2

DIRECTIONS: In the space provided below, write a paragraph describing the importance of knowing the proper procedures for grounds maintenance and repair.

7

Purchasing Equipment and Supplies

ESSENTIAL ELEMENT

- Identify procedures for purchasing equipment and supplies. (v2B)

OBJECTIVES TO ACHIEVE

- Describe the process of purchasing supplies, equipment, food, and beverages related to hospitality services operations.
- Explain the procedures for receiving, inspecting, and storing supplies and equipment.
- Summarize the importance of and process for storeroom control.

Purchasing is the process by which a business goes to select and buy products or services for use or resale to customers. The buying of the product or service is only part of the process the business goes through.

This chapter focuses on the various aspects of purchasing. The purchasing process also involves product selection; determining inventory levels; competitive bidding; working with purveyors; receiving, inspecting, and storage procedures; and storeroom control procedures. Purchasing decisions actually begin when the business' functions, services, and menus are originally planned. Decisions made from that time forward affect all aspects of purchasing.

Activity 7–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

buyer
central purchasing offices
competitive bidding
distributors
extended price
freight
freight company
grade
inventory
invoice
nonperishable items
optimal inventory level
par stock level
perishable items
purchase orders
purchasing
purchasing agent
receiving
reorder point
request for credit memorandum
safety stock amount
specifications
specs
steward
stock
stock rotation
storeroom control
supply and demand
volume discounts

Activity 7–2

Sentence Completion

DIRECTIONS: Complete sentences in this activity to describe the process of purchasing supplies, equipment, food, and beverages related to hospitality services operations. Complete each sentence by placing the most appropriate word in each blank.

1. The person who completes the purchasing tasks in the hospitality business may be the purchasing agent or _____.

2. The quality level of a product can be identified by its _____.

3. A good purchasing technique called _____ discounts allow a business to buy large quantities of items at substantial savings.

4. At the _____ _____, stock has decreased to the lowest number of units allowed for an order to be placed.

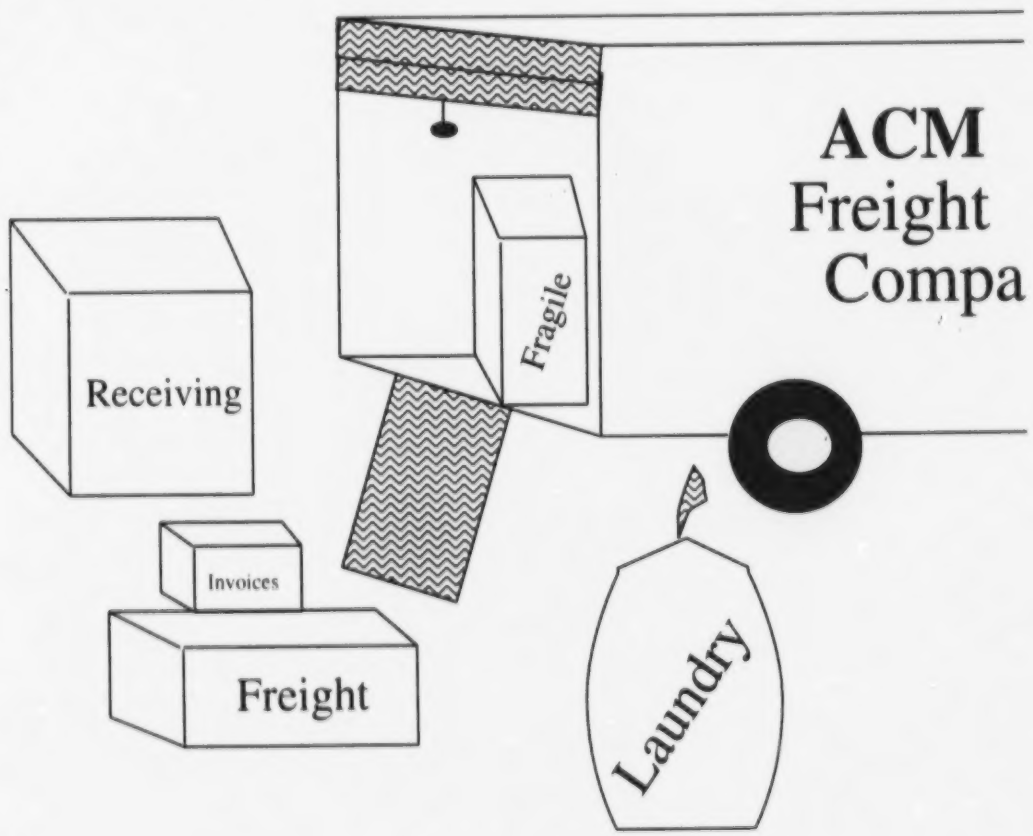
5. Order forms used for buying supplies and equipment are referred to as _____ _____.

6. Orders for _____ are made less frequently than orders for _____ items.

7. The _____ _____ _____ is the quantity of goods the business needs to last from the time an order is made until it is delivered.

Activity 7–3
Writing

DIRECTIONS: Write a paragraph explaining the procedures for receiving, inspecting, and storing supplies and equipment.

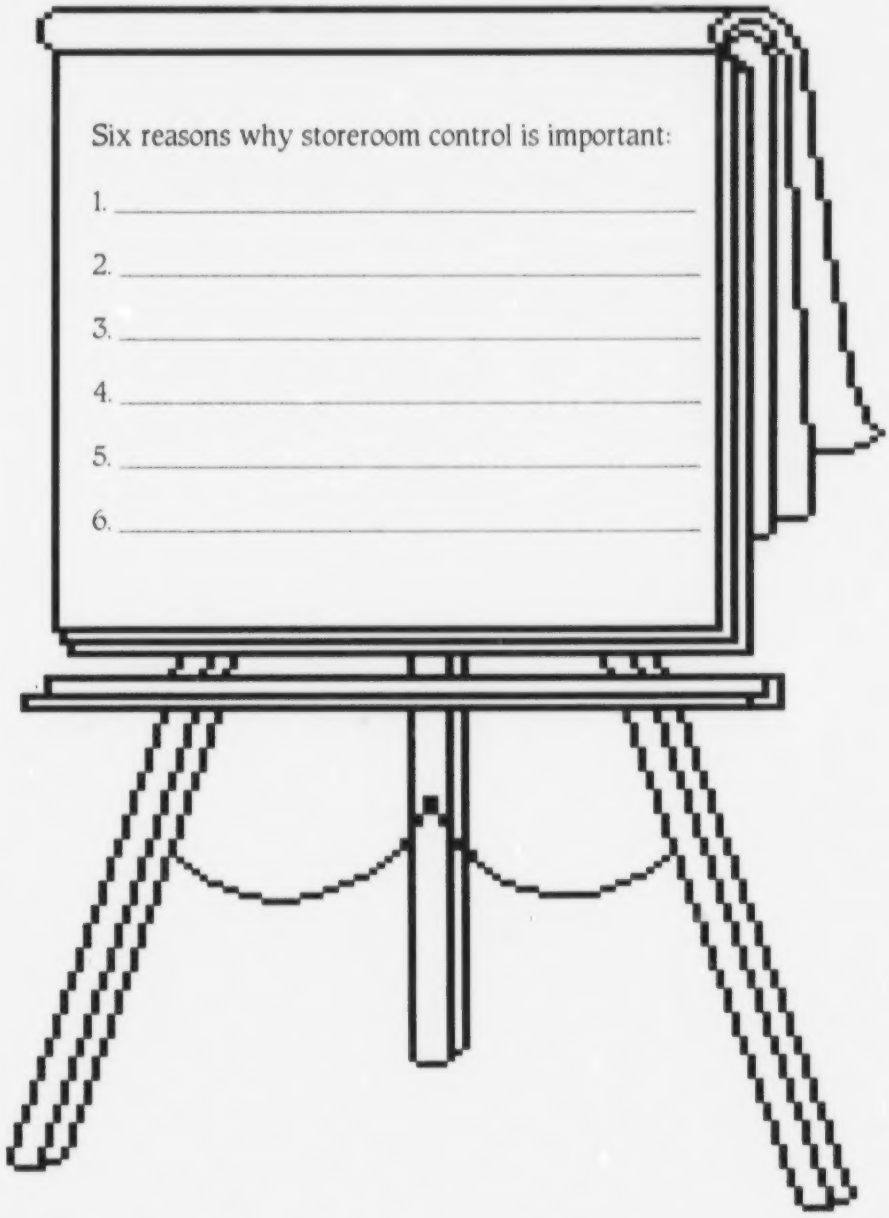


Activity 7–4
Research

DIRECTIONS: Complete the following activity to summarize the importance of and process for storeroom control. Complete the definition of storeroom control and list six reasons why it is important.

Storeroom control is the process of controlling stock and _____

_____



8

Security

ESSENTIAL ELEMENT

- Describe property security procedures. (v2C)

OBJECTIVES TO ACHIEVE

- Outline procedures for maintaining guest security.
- Review procedures for maintaining staff security.
- Identify procedures for prevention of monetary loss.
- Explain procedures for maintaining security of hospitality property.

Crimes that occur at hospitality businesses create financial loss and an invasion of security. They can also injure a business' reputation. Large hotels have security departments with several security officers. Small hotels and food and beverage operations may not have security departments but have security guards.

This chapter discusses security and how all hospitality operations must rely on employees to help monitor the premises for security purposes. Employees should be aware of their surroundings and be alert to everything going on around them. All employees should make a combined effort to protect guests, fellow employees, and the business' property and assets.

Activity 8–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

arrest warrant
burglar alarm systems
deadbolt locks
hot lists
key control
limitation of liability
lock cylinder
overcharges
peepholes
plainclothes security officers
safe-deposit boxes
security
security officer
subpoena
ticket walkers
undercharges
uniformed security officers
vault

Activity 8–2

Sentence Completion

DIRECTIONS: Read the situation below and respond by writing the answer in the space provided.

Ms. Johnson is in charge of guest services at a local hotel. She is in the process of writing an outline for guests to follow regarding guest security. Help Ms. Johnson by completing the following procedures for maintaining guest security.

1. Guest room doors are equipped with more than _____ to keep out intruders.

2. Any suspicious activity by individuals, such as _____ _____ _____. will be reported to the manager.

3. Each guest room door has a _____ which guests are encouraged to look through before _____.

4. Only _____ will be given a key to a room. If additional keys are requested at the front desk, the clerk will need _____ _____ before a key will be issued.

5. _____ will be available for guests to store their valuables if they desire. Two keys are required to open the _____ _____ with one being issued to the _____ and one being retained by the _____ _____. This procedure makes it impossible for _____.

6. If a problem should arise while a guest is occupying a room, management should be notified. Security officers will _____. If a forced entry or other security problem has occurred, the guest _____ and _____.

7. Front desk personnel will not give guests' room numbers to _____ _____, instead, the front desk clerk will _____ _____ or _____.

8. Room attendants will not admit anyone into a guest room _____ _____. Persons requesting admittance will be directed to _____ and ask for _____. A person cannot receive a key unless he or she _____.

9. Lost and found items will be placed in a bag and labeled with the _____ _____.
   The information will also be placed on a _____ and the items stored in the manager's office.

10. If a guest calls to report a lost item, the lodging operation will obtain information from the guest including _____.
    If the item or items are found, they will be sent_____.

Activity 8–3
Evaluation

DIRECTIONS: To review procedures for maintaining staff security, complete the following activity. For each statement with which you agree, place an **X** in the blank labeled *Agree*. For each statement with which you disagree, put an **X** in the blank labeled *Disagree*. In the space provided, write a one-sentence statement defending your answer.

1. Security is important for a guest's protection as well as for employee protection.

_____AGREE _____DISAGREE

_____

_____

2. A subpoena is a written authorization for a law enforcement authority to make an arrest.

_____AGREE _____DISAGREE

_____

_____

3. Employees should not take personal phone calls during their scheduled work time.

_____AGREE _____DISAGREE

_____

_____

4. Employers should be responsible for providing employees with lockers and locks for storing personal belongings while they work.

_____AGREE _____DISAGREE

_____

_____

5. Information regarding an employee, the work schedule, location, or other personal information should not be given to someone who inquires over the phone or in person.

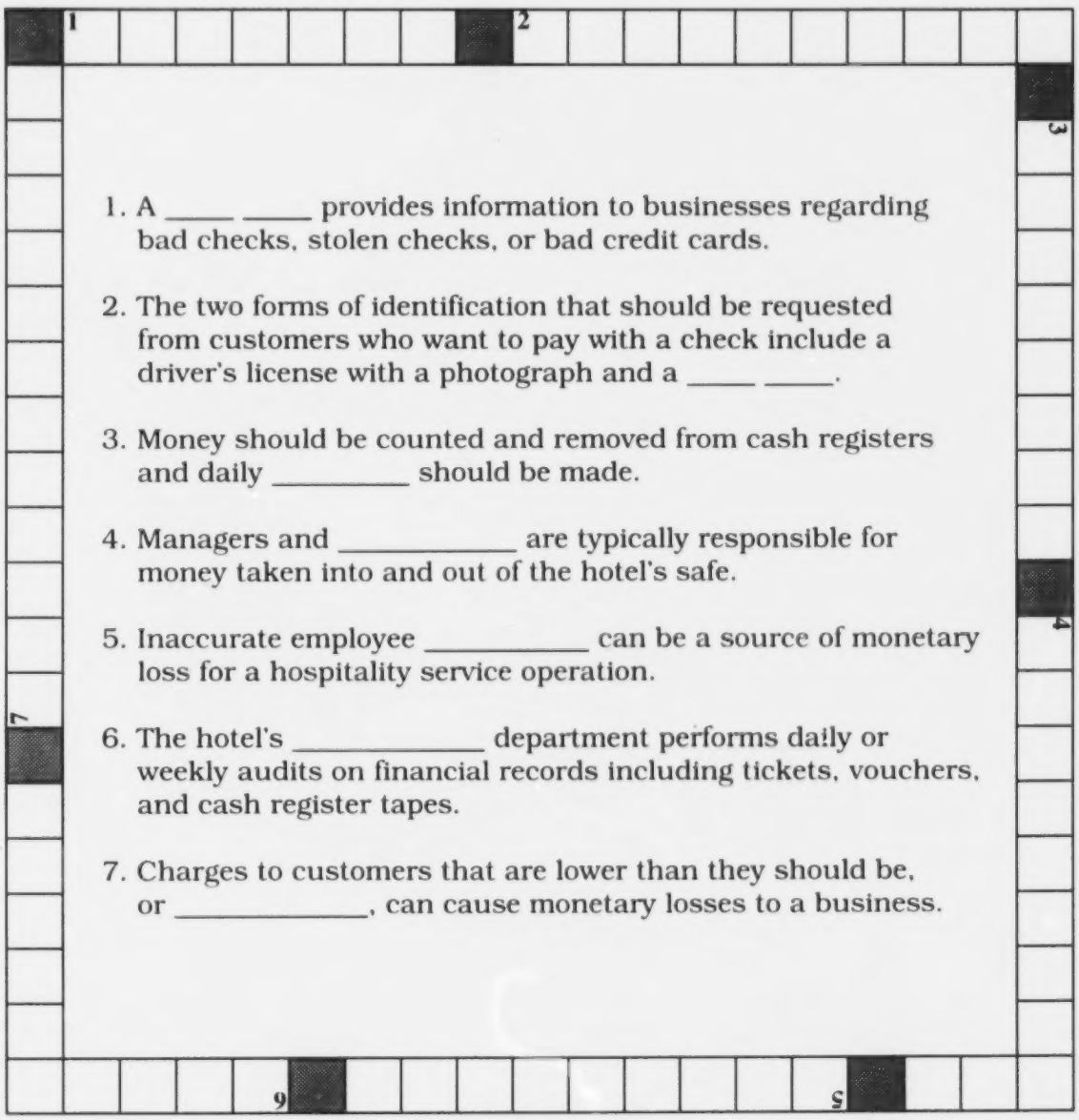
_____AGREE _____DISAGREE

_____

_____

Activity 8–4
Puzzle

DIRECTIONS: Complete the following puzzle to identify procedures for prevention of monetary loss. Select the word(s) which best complete(s) each sentence. Then for each item, place the answer(s) by the corresponding number in the square puzzle.



1. A _____ _____ provides information to businesses regarding bad checks, stolen checks, or bad credit cards.

2. The two forms of identification that should be requested from customers who want to pay with a check include a driver's license with a photograph and a _____ _____.

3. Money should be counted and removed from cash registers and daily _____ should be made.

4. Managers and _____ are typically responsible for money taken into and out of the hotel's safe.

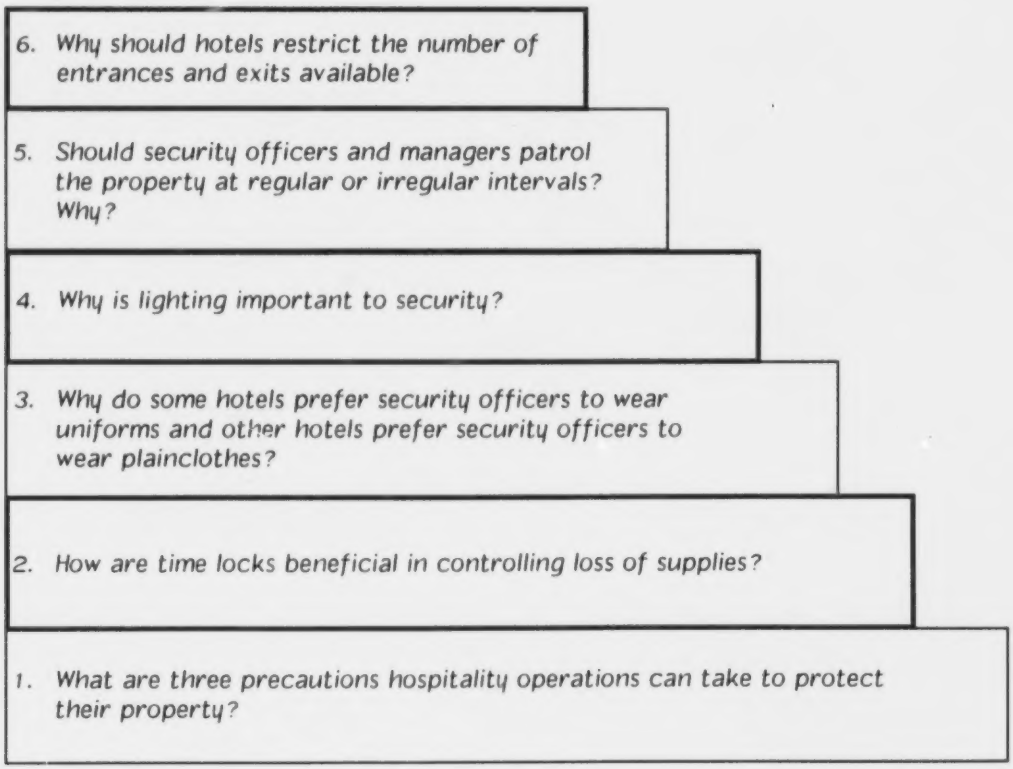
5. Inaccurate employee _____ can be a source of monetary loss for a hospitality service operation.

6. The hotel's _____ department performs daily or weekly audits on financial records including tickets, vouchers, and cash register tapes.

7. Charges to customers that are lower than they should be, or _____, can cause monetary losses to a business.

Activity 8–5
Identification

DIRECTIONS: Explain procedures for maintaining security of hospitality property by responding to the items on the staircase below. Begin with the bottom step. Write your answers to each question in the blanks provided below the staircase.


6. Why should hotels restrict the number of entrances and exits available?
5. Should security officers and managers patrol the property at regular or irregular intervals? Why?
4. Why is lighting important to security?
3. Why do some hotels prefer security officers to wear uniforms and other hotels prefer security officers to wear plainclothes?
2. How are time locks beneficial in controlling loss of supplies?
1. What are three precautions hospitality operations can take to protect their property?

1. _____
_____
2. _____
_____
3. _____
_____
4. _____
_____
5. _____
_____
6. _____
_____

9

Marketing, Public Relations, and Special Promotions

ESSENTIAL ELEMENT

- Discuss strategies for public relations and special promotions. (v2D)

OBJECTIVES TO ACHIEVE

- Describe marketing, public relations, and special promotions.
- Determine the roles of marketing, public relations, and promotions in the hospitality services industry.
- Explain the responsibilities of hospitality services employees related to marketing, public relations, and promotions.
- Analyze how marketing, public relations, and promotional work contribute to business success.

Marketing plans are operational guides developed through research and are used to help businesses sell or promote their services or products to customers. The plans are based on an analysis of the product, the market, and the competitors. In the past, most hospitality businesses did not recognize a need to prepare marketing plans with promotional and public relations campaign strategies.

This chapter deals with the need for hospitality business to establish goals through marketing plans in order to attract customers, stay ahead of competitors, and be profitable. The marketing plan is the all-encompassing umbrella for marketing the hotel or food operation to all potential customer markets. The marketing plan is supported by an action plan made up of promotions, public relations, advertising, sale calls, and sales blitzes.

Activity 9–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

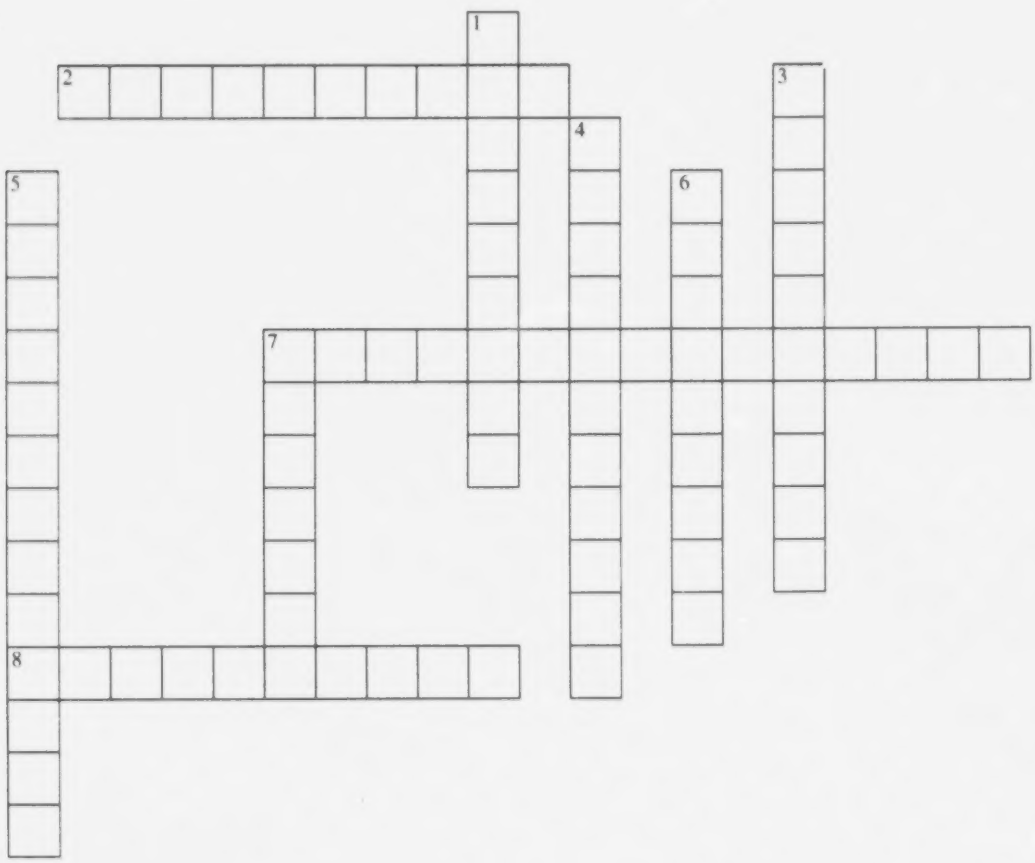
action plan
advertising
competitors
feeder cities
market
marketing
marketing plans
product
promotions
publicity
public relations
sales blitz
sales call

Activity 9–2
Puzzle

DIRECTIONS: Fill in the crossword puzzle using the clues below. Clues describe various aspects of marketing, public relations, and special promotions.

ACROSS
2. organizes the strategy a business will use to attain a marketing goal
7. promotes favorable images, goodwill, and prestige for a business
8. a special weekend package

DOWN
1. its primary purpose is to help a business make a profit while providing customers with their needs and desires
3. a similar business that might compete for the same customers
4. typically reaches potential customers through the mass media
5. developed annually along with the operating budget
6. information presented to the public to gain public attention or support
7. goods and services a business provides



Activity 9–3
True/False

DIRECTIONS: Determine roles of marketing, public relations, and promotions in the hospitality industry. In the blank to the left of each statement, write the word *True* if the statement is true or *False* if the statement is false. In the space provided below each statement, reword each false statement to make it a true statement.

Part A

_____ 1. A business meeting plan should be flexible and should be used as a guideline for the business to be successful.

_____ 2. Marketing research provides information to owners and managers regarding the economy, competition, and histories of the business.

_____ 3. Publicity is paid for advertising that is presented to the public through the media.

_____ 4. Promotional activities are planned in advance for the sole purpose of increasing business.

_____ 5. All promotional activities help the company's image.

_____ 6. Marketing research helps management make sales and revenue projections for the coming year.

Part B

DIRECTIONS: A relatively new hotel wants to promote to the general public. In the space provided below (1) create and describe a hotel (number of rooms, restaurant, number of employees, type of customers preferred, and room rates; (2) create a public relations activity; and (3) create a promotional activity (weekend package, senior citizen's discount, children's discount, and travel points).

1._____

_____

_____

2._____

_____

_____

3._____

Activity 9–4
Research

DIRECTIONS: Answer the following questions in complete sentences to describe the responsibilities of hospitality employees related to marketing, public relations, and promotions.

1. How do owners and managers review their operations in order to prepare a marketing plan and budget for the next year?

2. What are the responsibilities of public relations personnel in the hospitality industry?

3. How are special promotions organized?

4. Sales calls and sales blitzes should be followed up in what ways?

5. How do follow-up calls help marketing efforts?

6. How do marketing plans differ in independently owned units and chain and franchise units?

Activity 9–5
Evaluation

DIRECTIONS: To analyze how marketing, public relations, and promotional work contribute to business success, complete the activity below. Place a ✔ in the blank to the left of each item that describes a way in which marketing, public relations, and promotional work contribute to hospitality businesses' success.

___ 1. a business meeting the needs and desires of its customers profitably

___ 2. any public relations effort

___ 3. uneaten food that is thrown away

___ 4. sponsoring a youth athletic event

___ 5. paying for media advertisement that is more expensive than donating an item for a charity event

___ 6. a special Mother's Day buffet in a hotel's eating establishment

___ 7. nonworking televisions in the guests' rooms

___ 8. room service offered twenty-four hours a day

___ 9. valet parking for guests and visitors

___ 10. marketing research

___ 11. full-service hotel with conference and banquet rooms in a town with a population of 500

___ 12. conducting an open house after a hotel's renovation

___ 13. operating a business at a loss

___ 14. hiring unfriendly and incompetent employees

___ 15. providing a free meal to the homeless on Thanksgiving

10

Legal Considerations of the Hospitality Industry

ESSENTIAL ELEMENT

- Describe legal considerations of the hospitality industry, including guest, property, and employee liability. (v2E)

OBJECTIVES TO ACHIEVE

- Summarize the importance of employees understanding hospitality services industry laws.
- Outline legal duties and laws related to food and beverage operations.
- Describe the legal duties and laws related to lodging operations.
- Explain considerations regarding liability for injuries or damages to guests of hospitality services businesses.
- Describe considerations regarding liability of hospitality services businesses for property of guests.
- Outline considerations regarding liability of hospitality services employees.

Knowledge about the basic laws and legal principles of the hospitality service industry will help employees understand why policies are in place at hotel and food and beverage operations where they work. This chapter deals with various legal considerations of the hospitality industry and how they help regulate businesses, society, and people so that all have the opportunity to receive fair and equal treatment and protection.

Activity 10–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

act of God
bailee
bailment
checkroom
compensation
contributory negligence
Federal Trade Commission (FTC)
Food and Drug Administration (FDA)
foreign or natural test
foreseeable risk
Good Samaritan doctrine
hoteliers
implied warranty
innkeepers
misdemeanor
public enemy
public houses
reasonable expectations test
res ipsa loquitor
tavernkeepers
taverns
truth-in-menu laws
United States Department of Agriculture (USDA)

Activity 10–2
Writing

DIRECTIONS: Write a paragraph summarizing the importance of employees understanding hospitality services industry laws.

Laws in the Hospitality Services Industry

Activity 10–3
True/False

DIRECTIONS: Complete the following activity to outline legal duties and laws related to lodging operations. For each statement that you feel is true, write the word *True* in the left-hand column. For each statement that is false, write the word *False* in the left-hand column. Write a one-sentence statement defending your answer in the space below each statement.

	STATEMENT
	1. If a hotelier refuses to receive a guest, he or she can be charged with a misdemeanor.
	2. Hotel operations are responsible for registered guests and their guests.
	3. Hotels are allowed to evict guests for certain reasons but should try to avoid it.
	4. The laws governing inns were established during the 1900s.
	5. Confirmed room reservations are considered legal contract between hoteliers and guests.
	6. Hotel operations have the legal duty to rescue guests even if the hotelier is not responsible for causing the incident.
	7. Food and beverage operations are subject to the same rules of liability as hotel operations.
	8. An act of God is a natural or physical cause for loss without human or animal influence.

Activity 10–4
Sentence Completion

DIRECTIONS: Unscramble the words in the left-hand column to complete the sentences describing the legal duties and laws related to food and beverage operations. Write the unscrambled words in the blanks to complete the statements.

1. **SDERGA**	The quality of food products can be determined by _____ of food products.
2. **ACLOL**	Health permits are issued to food and beverage operations through _____ health departments.
3. **TPERSIMERENS**	The truth-in-menu laws developed and enforced by the government make it illegal for food and beverage establishments to _____ their food products on menus or any other form of advertising.
4. **ETSAT**	The retail sale of alcohol is regulated by the _____ government.
5. **SROMNI**	It is against the law to sell alcohol to _____.
6. **RTOCU**	There are two _____ tests to determine if a particular food is fit for human consumption.
7. **NIAOTSILOV**	The health department has the authority to close a business if it does not correct its _____ within a certain period of time.
8. **FUTLHRTU**	Food safety is regulated by the FDA and it is their duty to enforce _____ labeling of products.
9. **CTISERTR**	Food and beverage operations have the legal right to _____ the sale of services and products as they see fit.
10. **LERAEDF**	The production of alcohol is regulated by the _____ government.

Activity 10–5
Evaluation

DIRECTIONS: Complete the activity below to explain considerations regarding liability for injuries or damages to guests of hospitality services businesses. Read each statement below. If the statement describes a good strategy for reducing liability for injuries or damages to guests, place a ✔ in the *Yes* column. If the statement does not describe a good strategy for reducing liability for injuries or damages to guests, place a ✔ in the *No* column.

Statement	No	Yes
1. A ladder was left in the middle of the walk.		
2. All maintenance equipment was stored and locked in the storage room.		
3. The smoke detector in room 501 was reported not working last week, but the maintenance crew has not had time to check it.		
4. The gift shop floor has just been waxed and floor signs stating this have been placed in the area.		
5. The light switch does not work in the bathroom in room 211.		
6. There is broken tile in the pool area.		
7. The fire extinguishers are working in the kitchen.		
8. The shelf keeps falling down in the closet of room 801.		
9. First-aid kits are available in the office.		
10. All employees are trained in CPR.		

Activity 10–6
Case Studies

DIRECTIONS: Describe considerations regarding liability of hospitality services businesses for the property of guests by completing the following exercise. Read each of the case situations. Identify major problems that could result. Respond by writing the best answer in the space provided.

1. The guest in room 205 was quite tired when he checked in at 10:00 p.m. He had a very important business meeting scheduled for 8:00 a.m. the next morning and still had several things to read in preparation for the meeting. While reading his materials and smoking in bed, he fell asleep. He awoke suddenly to the sound of the smoke detector and realized his cigarette had fallen to the floor and started a fire. The guest was able to get out of the room safely, but the room itself was destroyed between the fire and the hotel employees' and fire department's efforts to contain the blaze. The other guests in the area had been evacuated, and the only real damage to the rest of the building was due to smoke damage. When the guest realized that all of his belongings had been destroyed during the ordeal, he became quite upset and threatened to sue the hotel for not having adequate fire detection equipment for employees knowledgeable in the procedures for extinguishing a fire. Do you think the hotel is liable? Why or why not?

2. Mr. and Mrs. Smith are celebrating their twenty-fifth anniversary. Mrs. Smith has given her husband a new watch and Mr. Smith has given his wife a new fur coat. They both decide to wear their gifts this evening when they go out to eat. The hostess at the restaurant admires Mrs. Smith's coat and after learning that it is an anniversary present, congratulates them and leaves to have a special table set up for them in honor of their anniversary. Mrs. Smith decides to leave her coat in the checkroom while the hostess is checking on the table. The Smiths enjoy a quiet dinner and when it is time to leave, Mr. Smith returns to the checkroom to get Mrs. Smith's coat. After ten minutes of searching, he and the checkroom employee are unable to locate the coat and summon the manager. The employee with whom Mrs. Smith left the coat is now off duty and cannot be located. The manager expresses his concern and wonders if the Smiths really left the coat in the checkroom, and if so, is concerned about the compensation. The hostess overhears the discussion and promptly explains to the manager that she remembers seeing the coat when Mr. and Mrs. Smith arrived. The manager tells the Smiths there is nothing more he can do until he speaks with the employee that was on duty when the coat was left in the checkroom. He explains that he will call them tomorrow to let them know what he finds out. Upset and disappointed, the Smiths leave. Who is liable for the coat? Why? What precautions could the Smiths and the restaurant have taken to possibly avoid the situation.

Activity 10–7
Research

DIRECTIONS: Complete the activity below to outline considerations regarding liability of hospitality services employees. Write your answers to the questions in the space provided.

1. What responsibility do employers have to employees injured in work-related accidents? _____

2. Who pays for injuries received in work-related accidents sustained by employees while on the job? _____

3. Lodging and food and beverage operations are responsible for providing employees with what type of workplace? _____

4. What are employers responsible for doing if an employee becomes ill? _____

5. What is OSHA and what does it enforce? _____

11

Hospitality Services Guests and Customers

ESSENTIAL ELEMENT

- Define the concept of guest/customer. (v3A)

OBJECTIVES TO ACHIEVE

- Review types of guests and customers who utilize hospitality services.
- Explain the rights and responsibilities of guests and customers who use hospitality services.

The hospitality services industry and its employees serve guests and customers. Guests and customers are similar except that they are served by two different types of hospitality service operations. This chapter focuses on these differences, their characteristics, and the rights and responsibilities of each.

Activity 11–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words

all-suite hotels
bellhops
breakfast crowd
budget hotels
business, corporate, and government travelers
conventioneers
convention hotels
date
dinner crowd
quite-type regulars
regulars
social occasion crowds
special event travelers
summer lunch crowd
tips
tour groups
vacationers
valet

Activity 11–2
Sentence Completion

DIRECTIONS: Review types of guests and customers who utilize hospitality services by completing the following sentences. Supply the missing letters for the most appropriate word to complete each sentence. Write the answers in the spaces provided.

1. _____ patronize hotel operations.
   ☐☐e☐☐☐
2. The _____ crowd is often the most difficult group to serve in operation.
   ☐☐☐n☐
3. In many food and beverage operations, _____ are the largest percentage of the server's income. ☐i☐☐
4. Drowsiness, carelessness, and slurred speech are characteristics of an _____ person. ☐☐t☐☐☐☐☐☐e☐
5. Many hotels have a specially trained employee called a _____ that is responsible for cleaning and pressing guests' clothing when requested.
   ☐☐l☐☐
6. Customers typically do not leave gratuities when they receive poor _____ at a food and beverage operation. ☐☐☐v☐☐☐
7. Vacationers visiting local sites are also known as _____.
   ☐☐u☐ ☐☐o☐☐s
8. Regardless of a guest's mood upon arrival at a hotel, employees must serve the guest in a _____ manner. ☐i☐☐☐l☐
9. Hotels often have vans that provide _____to and from the airport.
   ☐r☐☐☐☐o☐☐☐☐☐☐☐
10. Convention hotels typically offer banquet facilities, audiovisual equipment, _____ facilities, and restaurants.
    ☐e☐☐☐a☐☐☐☐☐☐

Activity 11–3
Evaluation

DIRECTIONS: Complete the following activity to explain the rights and responsibilities of guests and customers who use hospitality services. For each statement with which you agree, place an **X** in the blank labeled *Agree*. For each statement with which you disagree, put an **X** in the blank labeled *Disagree*. In the space provided, write a one-sentence statement defending your answer.

1. Hoteliers and food operations owners must maintain their business at all times to alleviate their vulnerability to lawsuits.

   _____ Agree _____ Disagree

   _____

   _____

2. Hotel guests have a right to expect a clean room.

   _____ Agree _____ Disagree

   _____

   _____

3. All customers should be treated equally.

   _____ Agree _____ Disagree

   _____

   _____

4. The customers at food operations do not have a responsibility to tip a server when they are served by that server.

   _____ Agree _____ Disagree

   _____

   _____

5. Food operations have a responsibility to provide entertainment and safety measures for the children of their customers.

   _____ Agree _____ Disagree

   _____

   _____

12

Needs of Guests and Customers

ESSENTIAL ELEMENT

- Discuss the needs of guests/customers. (v3B)

OBJECTIVES TO ACHIEVE

- Describe the needs of lodging operations' guests.
- Determine the needs of food and beverage operations' customers.
- Outline reasons that guests and customers of hospitality services possess specific needs.
- Identify methods to satisfactorily fulfill the needs of guests and customers.

Every human being has basic needs which must be satisfied in order for a person to develop, to reach his or her potential, and to enjoy life. Lodging operations' guests and food and beverage operations' customers are not exceptions. This chapter deals with how lodging operations and food and beverage operations determine these needs and try to satisfy them. A hospitality business' ability to meet the needs of guests and customers evolves around the services the business offers to customers, the staff's efficiency, and employees' attitudes.

Activity 12–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

belonging and love needs

esteem needs

Maslow, Abraham H.

Maslow's Hierarchy of Needs

physiological needs

safety needs

self-actualization needs

Activity 12–2
Multiple Choice

DIRECTIONS: Complete the following activity to describe the needs of lodging operations' guests. For each item below, decide if the characteristic described is a physiological need, safety need, belonging and love need, esteem need, or self-actualization need. In the blank to the left of each item, place one of the codes from the ladder to represent the characteristic described.

Physiological Needs — P
Safety needs — S
Belonging and love needs — B
Esteem needs — E
Self-actualization needs — SA

_____ 1. A guest arrives at a hotel and finds that the correct reservation information is on file and the requested room is prepared.

_____ 2. The new hotel in town has twenty-four hour room service.

_____ 3. Every hotel room is equipped with a working smoke detector.

_____ 4. The bell-hop at a hotel called Mr. Smith by name every time he saw him during his four day stay.

_____ 5. After finding her hotel accommodations, room service, and wake-up call service satisfactory, Mrs. Garcia was able to successfully complete a report needed for a meeting the following morning.

_____ 6. Each room of the local hotel provides shampoo, soap, and a hair dryer for the guest's use.

_____ 7. Many hotels offer transportation for their guests to and from various locations such as airports, train stations, or shopping malls.

_____ 8. Newspapers, city maps, and visitor information about the city are usually available in a hotel gift shop.

_____ 9. Hotel operations should provide clean, sanitary rooms.

_____ 10. Multiple locks are preferred on guest room doors.

Activity 12–3
True/False

DIRECTIONS: Determine the needs of food and beverage operations' customers by completing the following activity. Read each statement. If the statement is true, place a ✔ in the *True* column. If the statement is false, place a ✔ in the *False* column. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. Customers of a food and beverage operation like to feel that their money is well spent.
		2. Food and beverage employees should remain attentive to the needs of their customers.
		3. Trendy foods are typically not sold in restaurants.
		4. Most customers prefer a variety of food items from which to choose.
		5. Restaurant menus must change occasionally to keep up with changes in clientele.
		6. Food and beverage operations are not responsible for the safety of their customers.
		7. Restaurants should provide a clean, sanitary atmosphere so customers will feel safe from being exposed to disease.
		8. Comment cards let the customers tell management about their needs, wants, and complaints.
		9. If other impressions left on a customer are positive, he or she will more than likely forgive an employee's poor attitude.
		10. An employee should spend equal time at each table to ensure that each group receives equal attention.

Activity 12–4
Research

DIRECTIONS: Outline reasons that guests and customers of hospitality services possess specific needs by completing the following activity. In the spaces below, list ten reasons an individual might have for selecting a specific hotel or food and beverage operation.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Activity 12–5
Sentence Completion

DIRECTIONS: Unscramble the word(s) in each sentence to identify methods of fulfilling the needs of guests and customers. Write the unscrambled words in the blanks provided.

1. _____ Before opening a hospitality business, the owner must determine if there is **DENE** or want for that particular type of business.

2. _____ Employees' **DTETSATIU** are a major part of a hospitality business' ability to meet the needs of guests and customers.

3. _____ Hospitality employers must be able to identify and **TISYAFS** customers' needs.

4. _____ Employee **GIRNTNAI** is very important for customer satisfaction.

5. _____ Hospitality business' is meant to fulfill the **SAICB** needs of its employees.

6. _____ The **IUKSGEPEOHEN** department is responsible for cleaning guests' rooms.

7. _____ Air conditioning and television repair are some of the duties of the **TIANMCENANE** department.

8. _____ Guests are assigned to specific rooms by the **TNORF SKED** personnel.

9. _____ Employers typically hire employees with **ALIOPTETN** and train them for their specific jobs.

10. _____ Some employees will have **MIET MITILS** for performing various duties.

13

Techniques for Complaint Resolution and Guest and Customer Service

ESSENTIAL ELEMENT

- Apply techniques for complaint resolution and guest/customer service. (v3C)

OBJECTIVES TO ACHIEVE

- Identify methods of resolving conflicts between guests or customers and hospitality services employees.
- Describe guest and customer service.
- Outline the importance of guest and customer service in relation to successful business operations.
- Describe methods of setting standards of customer service.

An important aspect of a successful hospitality business is its ability to provide superior customer service. If a business fails to provide good customer service, it will not succeed. This chapter covers ways in which businesses deal with customer complaints and how they can be successfully resolved. Most hospitality businesses want to receive feedback from customers in order to learn favorable and unfavorable opinions about products and services. Feedback may be obtained by supplying customers with comment cards and encouraging them to express their opinions. Guest and customer service standards developed by the hospitality business' managers and owners help ensure smooth operation and quality products and service.

Activity 13–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

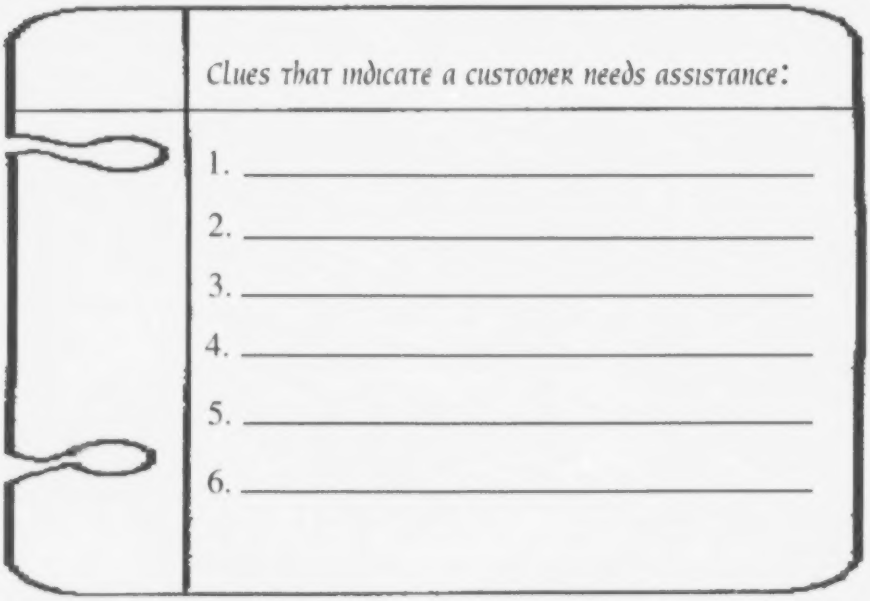
baby boomer

guest and customer service

word-of-mouth communicatio

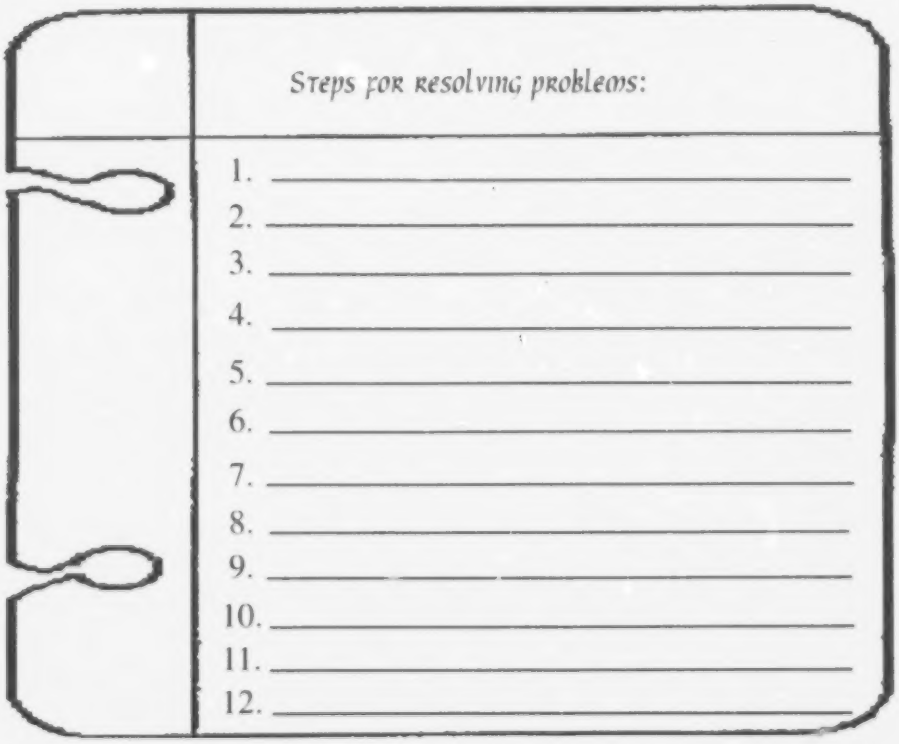
Activity 13–2
Research

DIRECTIONS: Identify methods of resolving conflicts between guests or customers and hospitality services employees by completing the activity below. On each of the note pads below, list methods of identifying customers needing assistance and complaint resolution techniques.



Clues that indicate a customer needs assistance:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____



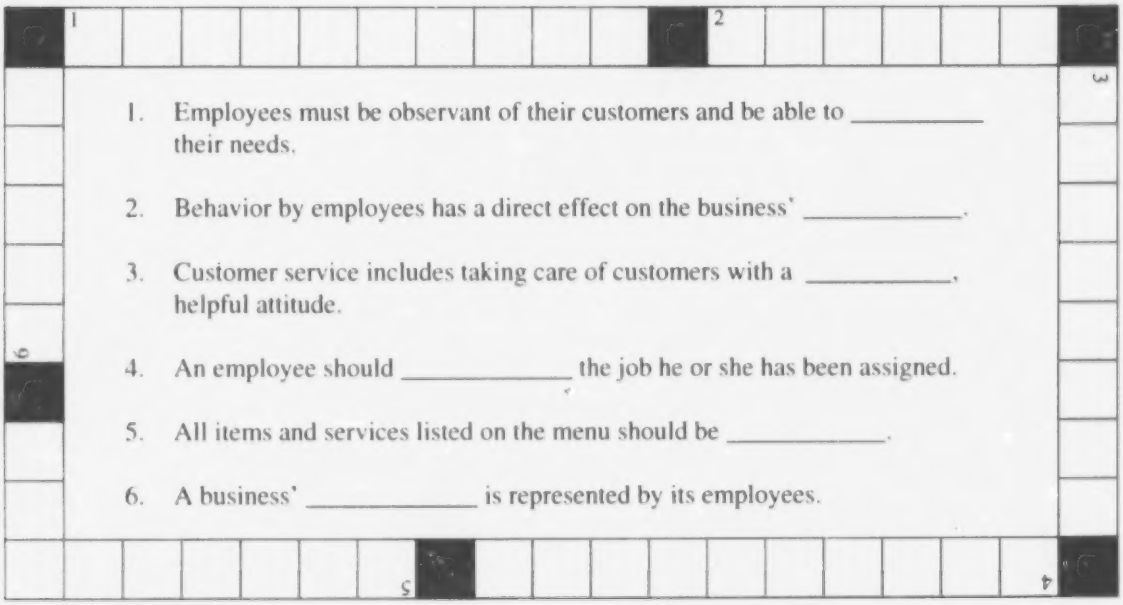
Steps for resolving problems:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

Activity 13–3

Puzzle

DIRECTIONS: Complete the following puzzle to describe guest and customer service. Select the word(s) which best complete(s) each sentence. Then, for each item, place the answer(s) by the corresponding number in the square puzzle.



1. Employees must be observant of their customers and be able to _____ their needs.
2. Behavior by employees has a direct effect on the business' _____.
3. Customer service includes taking care of customers with a _____, helpful attitude.
4. An employee should _____ the job he or she has been assigned.
5. All items and services listed on the menu should be _____.
6. A business' _____ is represented by its employees.

Activity 13–4
Evaluation

DIRECTIONS: Complete the following activity to outline the importance of guest and customer service in relation to successful business operations. Read each situation. Decide if the situation is one that will lead to a successful business operation. If so, place a ✔ in the *Yes* column. If the statement is not an appropriate way, place a ✔ in the *No* column.

Statement	Yes	No
1. Mr. Jones described to his friends the wonderful food he and his family enjoyed while staying at the Ridgeway Hotel on their trip to Dallas.		
2. Ms. Simpson got up to take a shower at 6 a.m., only to find that there was no hot water. After two phone calls to the front desk which produced no answers or service, she took a cold shower, packed her bags, and checked-out of the hotel.		
3. When John received his food, it was cold.		
4. When Ms. Johnson called the front desk to tell them she was about to check-out, they promptly sent a bell hop to take her luggage to her car.		
5. A family of four checked into their hotel room to find out there were only two sets of towels in the bathroom.		
6. When Mr. Davis complained to the front desk that he was having great difficulty unlocking the door to his hotel room, the front desk clerk replied, "the last guest in that room had the same problem and I told maintenance to fix it. I guess I will have to call them again."		
7. Sally ordered a chocolate sundae without whipped cream. When the sundae was brought to the table it had whipped cream and Sally quickly pointed out the error to the waitress. The waitress replied, "I can give you a spoon to take it off or I can tell the kitchen to fix another one, but it will take about 10 minutes."		
8. Mr. Lackey's wake-up call was right on time this morning.		
9. Mrs. Winsboro had a few minutes to spare on her vacation and decided to write a short letter to a friend at home. She opened the drawer of the desk and found post cards, stationery, envelopes, and a pen.		
10. Valet parking is offered at the new hotel downtown.		

Activity 13–5
Research

DIRECTIONS: After reading the section on methods of setting guest and customer service standards in the Reference Book, create a hotel and describe ten of the standards of customer service the hotel would have.

Name of Hotel: _____

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

14

Front Office Procedures of Hotel Operations

ESSENTIAL ELEMENT

- Identify front office procedures. (v4A)

OBJECTIVES TO ACHIEVE

- Review the responsibilities of front office employees.
- Summarize qualities of successful front office employees.

The front desk is the center of a hotel operation. It is the place where hotel employees and guests interact. It is the communication center of the hotel. The front desk clerk is the most visible representative of a hotel operation. Front desk clerks provide information for guests and employees and coordinate the activities of all hotel departments. This chapter deals with the front office procedures of hotel operations. First and last impressions hotel guests receive usually originate at the front office. Front office employees' interaction with guests determines whether or not a guest enjoys his or her experience at the hotel.

Activity 14–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

check-in

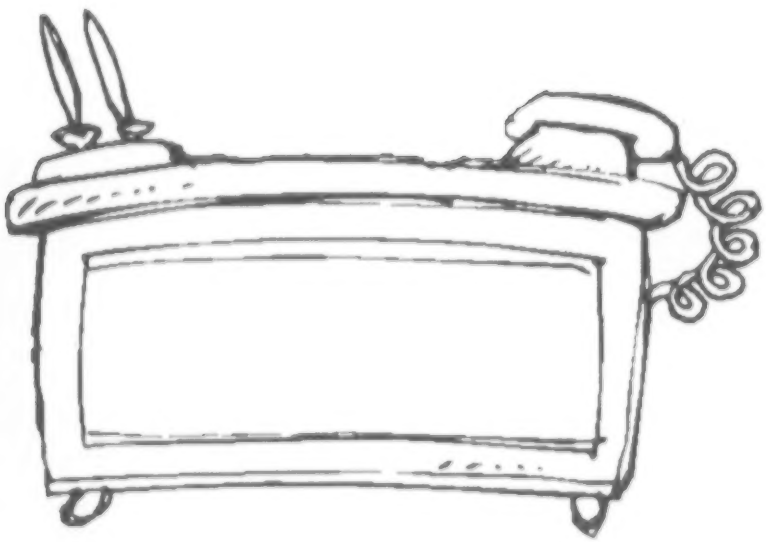
check-out

credit card voucher

registration card

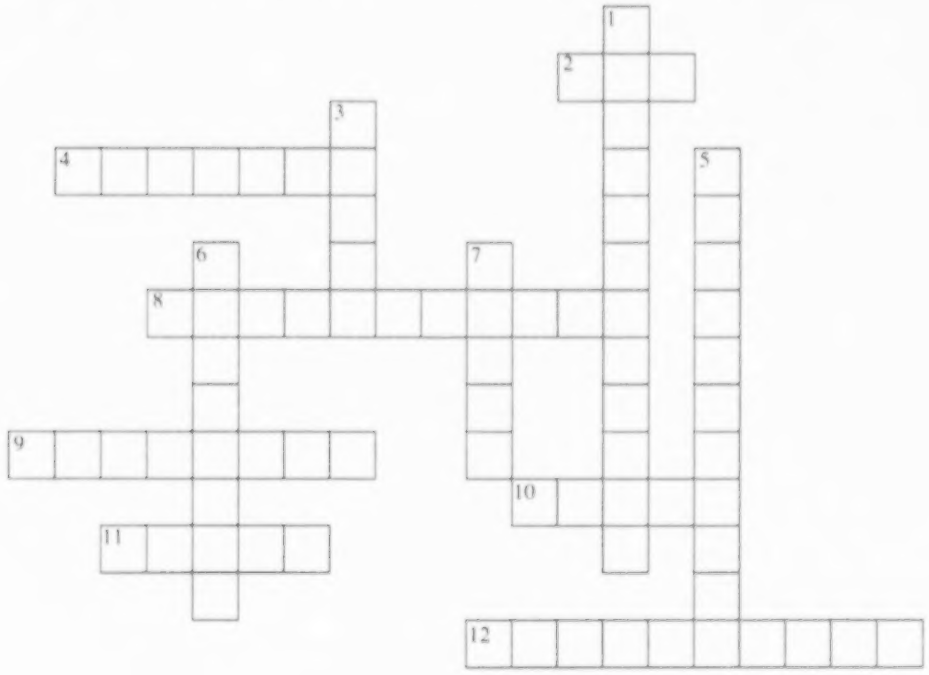
reservation

wake-up call



Activity 14–2
Puzzle

DIRECTIONS: To review your knowledge of the responsibilities of front office employees, complete the crossword puzzle below. Use the clues provided below.



ACROSS

2. Guest complaints are typically recorded in a front desk _____.
4. A credit card _____ is used by the front desk to record the credit card account number and report any charges that the guest may accumulate.
8. The _____ department must be notified of all repair problems.
9. One of the duties of the front office involves collecting _____.
10. When resolving complaints, keeping _____ satisfaction should be a priority.
11. Each front desk _____ must figure deposits by balancing guest bills, cash on hand, checks, credit card vouchers, and travelers's checks with the cash register tape or computer bookkeeping total.
12. Front office personnel work with the hotel's _____ department regarding the budget, bookkeeping, guest charges, and credits.

DOWN

1. _____ bookkeeping methods provide fewer chances for error than traditional manual methods of bookkeeping.
3. The center of the hotel operation is the _____ office.
5. A prospective guest can call a hotel and make a _____ which is an arrangement to keep a room available for the guest on a requested date.
6. The _____ strip on a credit card contains information that can be read by a machine that links the hotel with the credit card's approval office by telephone lines and a computer.
7. Wake-up _____ are provided for hotel guests by front office personnel.

Activity 14–3
Evaluation

DIRECTIONS: Complete the following activity to summarize qualities of successful front office employees. For each statement with which you agree, place a ✔ in the column marked Agree. For each statement with which you disagree, place a ✔ in the column marked Disagree Then write a one-sentence statement defending your answer in the space provided.

Agree	Disagree	
		1. It is important for front office employees to be friendly and outgoing.
		2. Casual clothing, such as shorts and jeans, is acceptable for front office employees to wear while on the job.
		3. Front office employees do not communicate with other hotel employees on a regular basis.
		4. Front office employees should be neatly groomed at all times.
		5. Owners and managers want to have front desk employees that are honest and dependable.
		6. Front office employees are the employees guests have contact with the most during their stay.

15

Departmental Functions in Hotel Operations

ESSENTIAL ELEMENT

- Explain typical departments and functions. (v4B)

OBJECTIVES TO ACHIEVE

- Describe the room division, its functions, and responsibilities of its staff members.
- Review the engineering division, its functions, and duties of its staff members.
- Discuss the marketing division, its functions, and responsibilities of its staff members.
- Explain the food and beverage division, its functions, and duties of its staff members.
- Describe the accounting division, its functions, and responsibilities of its staff members.
- Discuss the personnel division, its functions, and duties of its staff members.

Successful hotel operations require teamwork, cooperation, and good communication among all employees. This chapter deals with the various departmental functions in hotel operations and how employees should interact to have a successful business operation. When all employees know the hotel's goals, understand each department's needs and responsibilities, understand how each department's work affects the others, and work together as a team, the hotel can operate smoothly.

Activity 15–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

accounting department
accounting division
accounts payable
accounts payable clerk
accounts receivable
accounts receivable clerk
assistant restaurant manager
baggage porters
bakers
banquet bartender
banquet chef
banquet department
banquet housemen or attendants
banquet manager
banquet servers
bar back
bartenders
bell captains
beverage captains
beverage department
beverage manager
beverage servers
buspersons
cashiers
controller
credit department
credit manager
director of catering
director of entertainment
director of sales
director of security
dishwasher
doorkeepers
elevator operators
elevator starter
engineering or maintenance department
engineering or maintenance supervisors
engineering or maintenance workers
entertainment staff
executive chef
executive housekeepers
food and beverage director or manager
food and beverage division
front desk clerk
front desk supervisor
front office department
front office manager
hors d'oeuvres
housekeeping department
inspectors

kitchen staff
laundry attendants
line cooks
mail and information clerks
marketing division
mise en place
night auditors
pantry chefs
pastry chefs
personnel director
personnel division
personnel human resources department
prep lists
public area housekeepers
rack clerks
reservations managers and clerks
restaurant host/hostesses
restaurant manager
revenue centers
room attendants
room clerks
rooms division

Activity 15–2
Identification

DIRECTIONS: Complete the following activity to describe the rooms division, its function, and the responsibilities of staff members. Read each statement below. In the blank below each statement, identify the department of the rooms division which the statement describes. Use the departments listed below.

ROOMS DIVISION

Front Office Department

Service Department

Security Department

Housekeeping Department

1. prepares weekly estimate of the number of reservations and rooms the hotel expects to fill

   _____

2. patrols the hotel property on a regular basis

   _____

3. their responsibilities include cleaning carpet, upholstery, stairways, and meeting rooms

   _____

4. it maintains contact with the front desk clerks regarding room status throughout the day

   _____

5. it issues and receives cash bags at the hotel vault

   _____

6. they are responsible for supervising the parking of guest's cars, giving parking receipts, and instructing parking attendants to park the cars

   _____

7. mail and information clerks belong to this department

   _____

8. they are responsible for escorting guests to their rooms and carrying their luggage from the front desk to the guest room.

   _____

9. they are responsible for key control and changing of lock cylinders on guest room doors.

   _____

10. they greet and assist guests by opening car doors and hotel doors for guests and visitors.

    _____

Activity 15–3
Evaluation

DIRECTIONS: Complete the following activity to review the engineering division, its functions, and duties of its staff members. Read each item below. If the item states a function or duty of an engineering division staff member, write the word *Yes* in the blank to the left of the item. Leave other items blank.

_____ 1. sorts, washes, dries, folds, stacks, and stores hotel linens

_____ 2. motivates employees to maintain hotel furnishings

_____ 3. maintains an inventory of parts and supplies

_____ 4. organizes and documents employment taxes

_____ 5. periodically rotating mattress is considered one of their duties

_____ 6. maintains an inventory of repair parts and supplies

_____ 7. are responsible for serving food and beverages to hotel guests

_____ 8. is responsible for in-house sales

_____ 9. thoroughly cleans an average of fifteen to sixteen guest rooms a day

_____ 10. may perform tasks in plumbing, electrical work, groundskeeping, or other technical skills

Activity 15–4
Research

DIRECTIONS: Discuss the marketing division, its functions, and responsibilities of its staff members by completing the following activity. Answer the following questions in complete sentences.

1. What is the purpose of the marketing or sales and catering department of a hotel?

2. What are the responsibilities of the director of marketing or sales?

3. Who supervises sales managers and what are their functions?

4. What are the responsibilities of the salesperson?

5. What functions is the director of catering expected to perform?

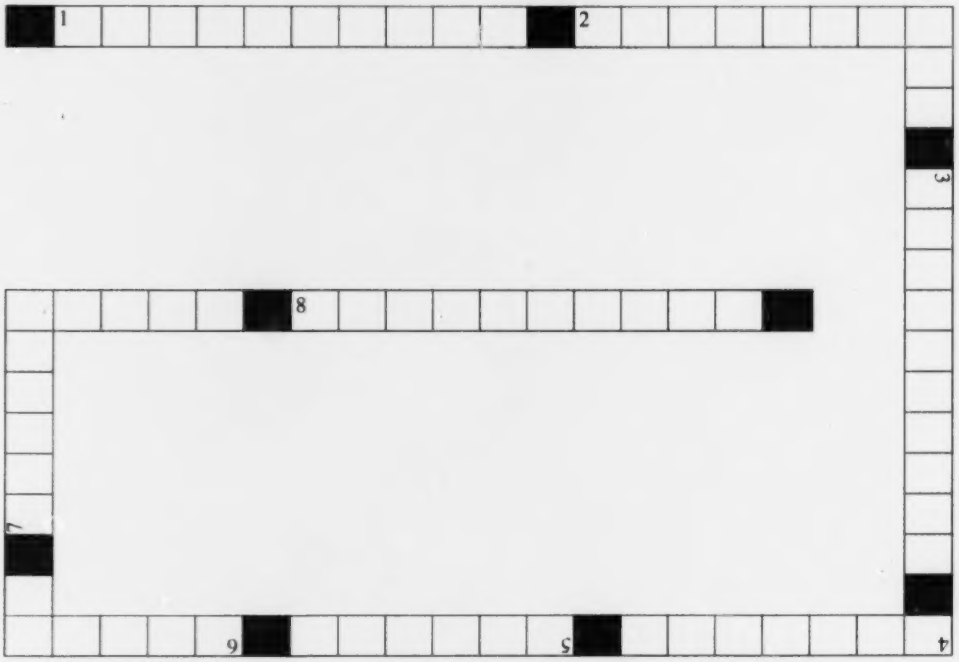
Activity 15–5
True/False

DIRECTIONS: Complete the following activity to explain the food and beverage division, its functions, and duties of its staff members. Read each statement. Place a ✔ in the *True* column if the statement is true. Place a ✔ in the *False* column if the statement is false. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. The mise en place is also known as the assistant executive chef.
		2. Pantry chefs prepare pastries and desserts.
		3. One of the duties of the dishwasher is to wash pots by hand.
		4. Bar back is another name for the bartender.
		5. Beverage servers take customers' orders and serve drinks.
		6. The room service wait staff supervise the hotel's room service operation.
		7. The beverage department consists of all bar outlets in the hotel.
		8. The banquet bartender works from a portable bar.
		9. Cashiers clean and reset tables to prepare for the next customer's arrival.
		10. Banquet housemen make sure meeting and banquet rooms are set up appropriately.

Activity 15–6
Puzzle

DIRECTIONS: Describe the accounting division, its functions, and responsibilities of its staff members by completing the puzzle maze below. Read each numbered statement. Place the words which best complete each statement in the puzzle by the corresponding number.



1. All financial transactions that occur in the hotel are categorized and summarized by the _____ division.

2. The hotel's bookkeeping is the responsibility of the _____ department.

3. Accounts _____ refers to the amount of money or balance owed to the hotel.

4. Accounts _____ refers to the amount of money or balance the hotel owes its creditors.

5. Hotels prefer to have their bills paid within _____ days.

6. Credit _____ are often run on companies that plan to do business with a hotel in an effort to protect the hotel from the risk of monetary loss due to creditors not paying their bills.

7. If a customer has not paid his or her bill within ninety days, the hotel will send the bill to a _____ agency.

8. The hotel's accounting department is supervised by the _____.

Activity 15–7
Writing

DIRECTIONS: Write a paragraph discussing the personnel division, its functions, and duties of its staff members.

16

Equipment and Supplies for Housekeeping and Laundry Tasks

ESSENTIAL ELEMENT

- Select equipment and supplies appropriate for various housekeeping and laundry tasks. (v4C)

OBJECTIVES TO ACHIEVE

- Explain the purposes and functions of various cleaning equipment used for housekeeping and laundry tasks.
- Summarize the purposes and functions of various cleaning supplies used for housekeeping and laundry tasks.
- Determine the purposes and uses of supply carts and carriers used for housekeeping and laundry tasks.

This chapter deals with the many types of supplies and equipment housekeeping employees use to clean guest rooms, public areas, service areas, and linens. When used properly, these supplies and equipment make cleaning tasks easier and quicker to perform and yield satisfactory results.

Activity 16–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

acid cleaners
alkali cleaners
buffers
carpet sweepers
cleaning carts
deodorants
detergents
disinfectants
extractors
floor polishes
floor seals
furniture polish
general-purpose floor machines
laundry aids
mechanical irons
metal polishes
polishes
shampooers
shampoos
soaps
solvent cleaners
spring-bottom laundry carts
squeegee

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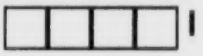
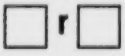
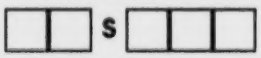
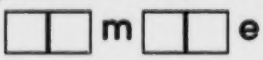
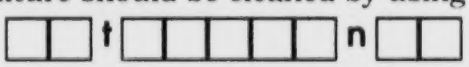
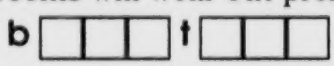
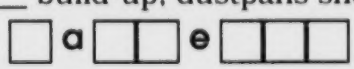
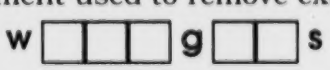
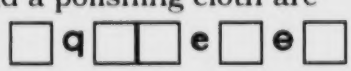
Activity 16–2
Sentence Completion

DIRECTIONS: Explain the purposes and functions of various cleaning equipment used for housekeeping and laundry tasks by completing the following sentences. Supply the missing letters for the most appropriate word to complete each sentence. Write the answers in the spaces provided.

1. Sponges are good for cleaning _____ areas.
   
2. Sponges should be stored in a _____ place.
   
3. Toilet bowl brushes are used to clean the _____ and rim of the toilet.
   
4. Toilet bowl brushes should be cleaned _____ with a warm detergent solution.

5. Rubber bath mats, bathtubs, floors, and sinks are often cleaned by using _____ brushes.

6. Cleaning cloths should be air dried or _____ dried.
   
7. Upholstered furniture should be cleaned by using vacuum cleaner _____.
   
8. Brooms will wear out prematurely if stored on their _____.
   
9. To prevent a _____ build-up, dustpans should be cleaned regularly with mild detergent.
   
10. _____ are the equipment used to remove excess liquid from mops.
    
11. Two buckets, a dry cloth, a _____, and a polishing cloth are used when cleaning mirrors, windows, and glass.
    

12. _____ irons should be kept covered when not in use.
m☐☐☐☐☐i☐☐l

13. _____ are used to sort dirty linens, to transport them to the washer and dryer, and to sort the linens before they are folded.
☐☐r☐☐

14. Washer lids should be left _____ after being used so the inside will dry. ☐☐☐n

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Activity 16–3
Research

DIRECTIONS: *Step Up* to understanding the purpose and functions of various cleaning supplies used for housekeeping and laundry tasks by responding to the items on the staircase below. Begin with the bottom step. Write your answer to each question in the blanks provided below the staircase.

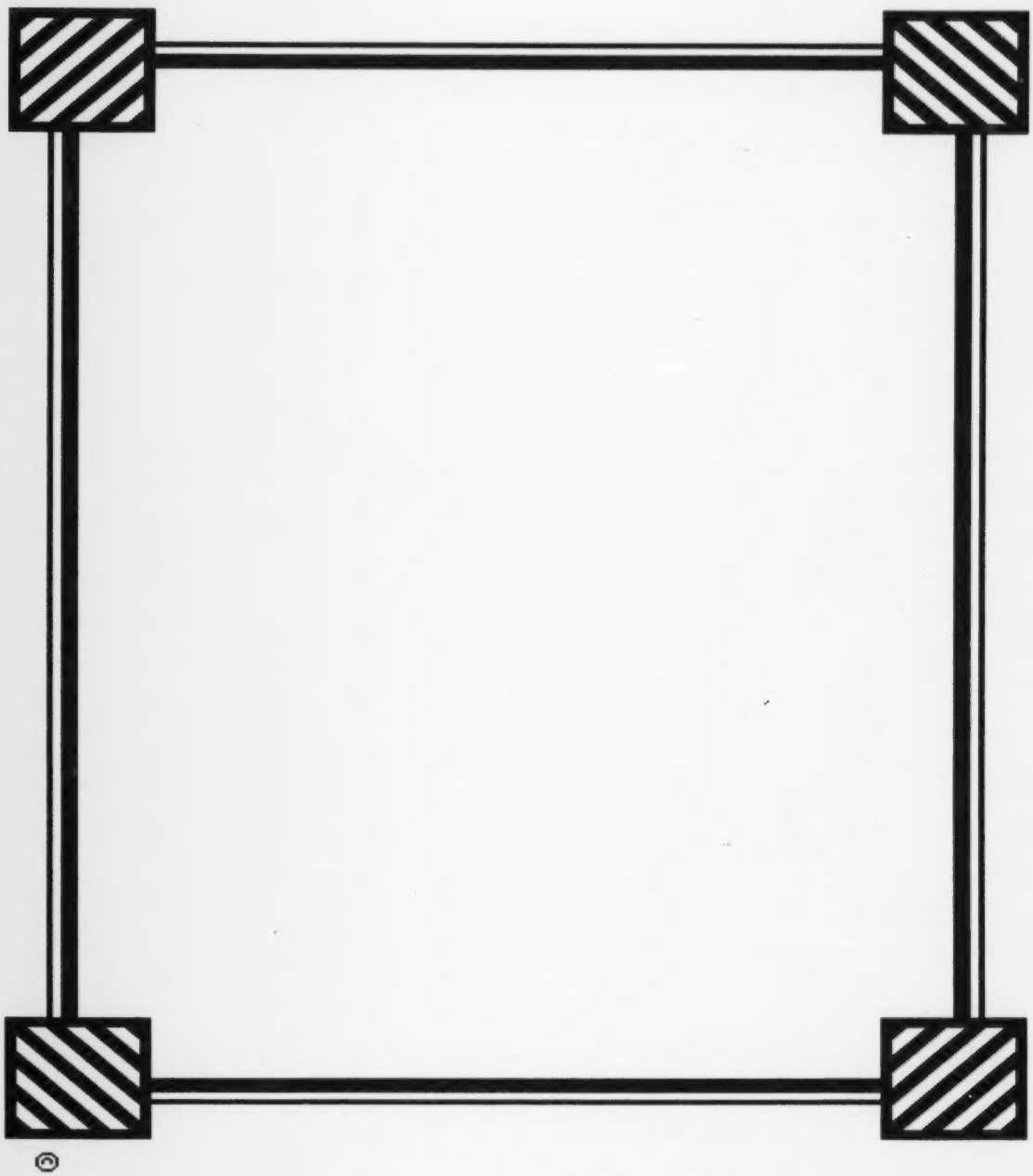
6. What do acid cleaners remove?
5. How do detergents differ from soaps?
4. What are the three types of disinfectants?
3. Why is it important to wear rubber gloves when working with chemicals?
2. How does the water used with cleaning agents affect their cleaning ability?
1. What does OSHA require employers to tell employees about cleaning supplies used?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

111

Activity 16–4
Writing

DIRECTIONS: To determine the purposes of supply carts, write a paragraph describing the purposes and uses of supply carts and carriers used for housekeeping and laundry tasks.



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17

Housekeeping and Laundry Tasks in Hotel Operations

ESSENTIAL ELEMENT

- Outline required methods and sequences to be used for performing housekeeping and laundry tasks. (v4D)

OBJECTIVES TO ACHIEVE

- Describe preliminary cleaning tasks used in hotel housekeeping operations.
- Outline general cleaning tasks used in hotel housekeeping operations.
- Identify laundry procedures used in hotel housekeeping operations.

Clean guest rooms and public areas create a pleasant environment that hotel guests, employees, and visitors enjoy. Clean rooms also are important to guest satisfaction, repeat business, pest control, and preventative maintenance. This chapter focuses on housekeeping and laundry tasks and their importance in hotel operations. By keeping furnishings, fixtures, and equipment clean, corrosive minerals, fungi, bacteria, viruses, dirt, and dust will not ruin an item's appearance, affect its operation, shorten its life, or endanger the lives of people. Owners and managers of hotels want the equipment, furnishings, and fixtures to last as long as possible without showing wear or breaking down.

Activity 17–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

damp mopping

dry mopping

mangle

night services

room status

second service

skip

sleeper

spot cleaning

stayover

vacant and dirty

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Activity 17–2
True/False

DIRECTIONS: Describe preliminary cleaning tasks used in hotel housekeeping operations. Read each statement. If the statement is true, place a ✔ in the *True* column. If the statement is false, place a ✔ in the *False* column. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. Cleaning carts should be properly stocked at the beginning of each work day or shift.
		2. Vacant and dirty guest rooms should be cleaned first by the housekeeping department.
		3. Occasionally a guest will skip, which means that they want the housekeeping department to skip cleaning their room on a particular day.
		4. When cleaning and loading carts, the trash and linen bags should be removed last.
		5. Cleaning carts used by room attendants should be filled with enough supplies to last for a half-day's work.
		6. Housekeeping employees are responsible for keeping their keys in a safe place when they are off duty.

Activity 17–3
Evaluation

DIRECTIONS: Outline general cleaning tasks used in hotel housekeeping operations by completing the activity below. Read each statement. Place a + in the blank to the left of the statement if it describes an appropriate cleaning task used in hotel housekeeping operations. Place a — in the blank if the item would not be an appropriate cleaning task in hotel housekeeping operations.

_____ 1. Room attendants and public area housekeepers should follow a cleaning routine established by themselves or management.

_____ 2. The housekeeping department should vacuum the carpet before dusting and cleaning guest room furnishings.

_____ 3. Ashtrays should be emptied into a trash can or toilet.

_____ 4. Bedspreads and blankets removed from the bed should never be placed on the floor.

_____ 5. The zippered ends of pillowcases should be placed into pillowcases first

_____ 6. The bathroom and vanity areas must appear visibly clean and sanitary to guests when they arrive in their rooms.

_____ 7. All towels and washcloths in guest rooms should be replaced with clean towels for the next guest to use.

_____ 8. Vanity lights should be wiped clean with a clean, wet cloth.

_____ 9. Public restrooms in a hotel should be cleaned at least once a day.

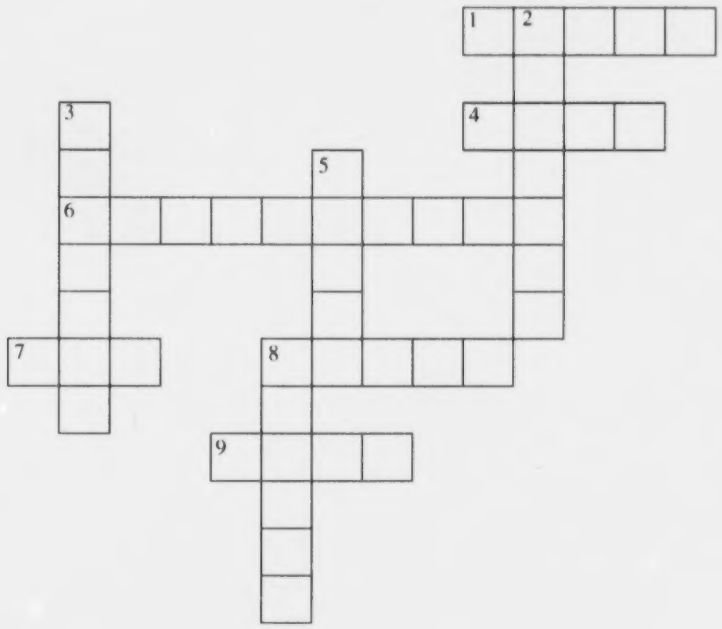
_____ 10. Abrasive powders should be used to clean windows and mirrors.

_____ 11. The most common pests found at hotels include rodents and cats and are best controlled by maintaining high housekeeping standards.

_____ 12. Fungi growth typically occurs due to faulty construction and poor maintenance of building materials.

Activity 17–4
Puzzle

DIRECTIONS: To identify laundry procedures used in hotel housekeeping operations, work the following crossword puzzle. Use the clues provided below.



ACROSS

1. Laundry attendants begin each morning shift by _____ drying towels in the dryers left from the shift before.

4. It is very important for linen storage closets to be clean and free of _____.

6. Washing machines and dryers will not perform efficiently if they are _____.

7. After linens have been laundered and folded, they should be shelved for at least _____ day(s).

8. A stain removal _____ provides information about the removal of specific stains.

9. _____ left in guest rooms is often recycled as a stain treatment for linens.

DOWN

2. _____ attendants are usually assigned one specific job.

3. A type of commercial _____ machine is called a mangle.

5. Bedspreads and blankets should be washed once a _____.

8. When linens become overly soiled and dingy, they should be made into _____.

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18

Time and Energy Management Techniques for Housekeeping and Laundry Tasks

ESSENTIAL ELEMENT

- Apply time and energy management techniques in performing housekeeping or laundry tasks. (v4E)

OBJECTIVES TO ACHIEVE

- Discuss time management and energy management related to housekeeping and laundry tasks.
- Explain the principles of work simplification for housekeeping and laundry tasks.
- Discuss fatigue, methods for preventing fatigue, and the effects of fatigue on work production.
- Demonstrate how time and energy management techniques improve work production in the housekeeping department of a hotel operation.

Time management and energy management are the processes of planning, organizing, implementing, and evaluating the use of the time and energy resources each human being has to accomplish goals and satisfy wants, needs, and demands. Some hotels have work plans already designed for employees. These work plans tell them how to perform each task and the order in which the tasks should be performed. Other hotels do not have work plans, and employees must organize themselves well enough to accomplish the tasks in the time required. This chapter deals with time and energy management and how it helps people complete more tasks in less time, simplify work methods, and conserve body energy.

Activity 18–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

energy management

fatigue

time log

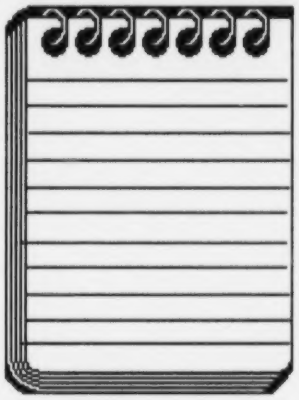
time management

work simplification

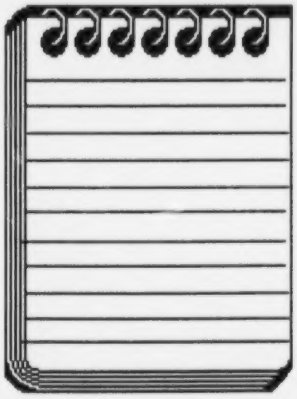
Activity 18 – 2
Research

DIRECTIONS: On each of the notepads below, list examples of time management and energy management methods related to housekeeping and laundry tasks.

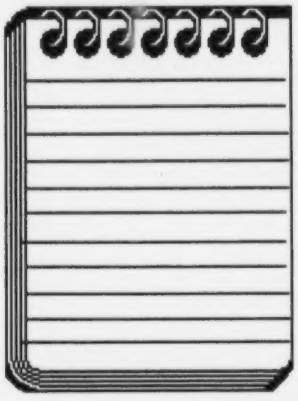
The goals of efficient time and energy management include the following:



Information recorded on a time log will give the person what information?



What are the benefits of efficient time and energy management?



Activity 18–3
Sentence Completion

DIRECTIONS: Explain the principles of work simplification for housekeeping and laundry tasks by completing the following sentences. Supply the missing letters for the most appropriate word to complete each sentence. Write the answers in the spaces provided.

Part 1

1. _____ can be reduced by using simplified work methods.
   ☐☐t☐☐☐☐

2. The key to work simplification and time and energy management is _____.
   ☐☐a☐☐☐☐☐

3. Simplified work methods will help minimize the time and _____ an employee uses to complete a task.
   ☐n☐☐☐☐

4. Improved work methods require _____ and development.
   ☐☐p☐☐☐☐☐n☐☐☐☐☐☐

5. _____ should be done immediately after each job is completed.
   ☐☐e☐☐ ☐p

Part 2

DIRECTIONS: Think of a task you perform at the workplace. Using work simplification techniques, how could you improve your work methods?

_____

_____

_____

_____

_____

_____

_____

Activity 18–4
Case Study

DIRECTIONS: Describe fatigue, methods for preventing fatigue, and the effects of fatigue on work production by completing the following activity. Read the case situation below. In the space provided, respond by supplying suggestions that might improve the situation for the employee involved.

Gilbert has always been an enthusiastic worker. His enthusiasm earned him a promotion three months ago to the position of maintenance supervisor in charge of a maintenance crew of four employees. Within the last month, one of the employees quit and one has missed several days of work due to an illness. To make up for the loss of help, Gilbert has been working through his lunch hour many days and putting in a great deal of overtime. Gilbert has noticed that his enthusiasm has been dwindling the last few weeks, and it seems to be taking him longer and longer to do even the most routine tasks. He has noticed that he becomes frustrated quite easily and has spoken sharply to other employees on several occasions. Gilbert realizes that something is wrong but is not exactly sure what it is or how to deal with it.

Activity 18–5
True/False

DIRECTIONS: Complete the following activity below to demonstrate how time and energy management techniques improve work production in the housekeeping department of a hotel operation. Read each statement. If the statement is true, place a ✔ in the *True* column. If the statement is false, place a ✔ in the *False* column. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. The first thing a room attendant should do upon entering a room is to look for items guests may have left behind.
		2. When cleaning a guest's room, pour the toilet bowl cleaner into the toilet at the beginning of the cleaning process to enable it to have enough time to work while other items in the room are being cleaned.
		3. A scrub brush should be used to clean the bathtub.
		4. It is better to use a clean, dry cloth for dusting purposes than a chemically treated cloth.
		5. When cleaning windows, mirrors, or other glass items, spray the glass cleaner diagonally on the glass and then wipe the glass horizontally from top to bottom.
		6. In the suggested work sequence described in this chapter, only four trips to the cleaning cart are suggested during the cleaning process.

19

Sanitation and Disinfection Techniques for Housekeeping and Laundry Tasks

ESSENTIAL ELEMENT

- Apply sanitation and disinfection techniques in performing housekeeping or laundry tasks. (v4F)

OBJECTIVES TO ACHIEVE

- Explain the importance of using appropriate sanitation and disinfection procedures in hotel housekeeping and laundry operations.
- Review appropriate sanitation and disinfection techniques for use in hotel housekeeping and laundry operations.

Since many people use hotel facilities each day, it is likely that guests will contaminate rooms, furnishings, and linens with germs that spread communicable diseases. Germs are easily spread even by people who are not ill. Hotels are responsible for protecting people from harm, which includes protection against contamination and infection caused by pathogens. This chapter deals with the methods housekeeping employees must use to protect guests against contamination and infection. They must maintain high standards of cleanliness and prevent liability claims and the loss of future hotel business.

Activity 19–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

antiseptics

chlorides

disinfectants

disinfection

germicides

iodine

pathogens

phenol

phenolic compounds

pine oil

quaternary ammonium compounds

sanitation

sterilization

sterilizing

Activity 19–2
Puzzle

DIRECTIONS: Complete the following puzzle to explain the importance of using appropriate sanitation and disinfection procedures in hotel housekeeping and laundry operations. Select the word which best completes each sentence. Then, for each item, place the answer by the corresponding number in the square puzzle.

1. _____ is the process of destroying harmful pathogens.
2. The term used for making something clean or sterile is _____.
3. In order to _____, pathogens need moisture, heat and food.
4. _____ are indications that bacteria and soil are present.
5. A _____ is needed to see pathogens.
6. A hotel can help prevent _____ claims by maintaining high standards of cleanliness.
7. _____ can kill many, not all pathogenic microorganisms.
8. Insects and _____ are often attracted to areas around hotels but can be controlled with appropriate sanitation and disinfection practices.

Activity 19–3
Matching

DIRECTIONS: Review appropriate sanitation and disinfection techniques for use in hotel housekeeping and laundry operations by completing the following matching activity. Place the letter of the appropriate word in the blank to the left of each description. Each word is used only once.

Part 1

Description	Grouping
____ 1. a violet colored chemical element	A. Antiseptics
____ 2. general term for chemicals used to disinfect surfaces	B. Chlorides
____ 3. strong, corrosive compound	C. Disinfectants
____ 4. a poisonous crystalline acidic compound present in coal tar and wood tar	D. Germicides
____ 5. the complete destruction of pathogens	E. Iodine
____ 6. colorless, odorless compounds used as disinfectants	F. Phenol
	G. Quats
	H. Sterilization

Part 2

DIRECTIONS: List six areas that housekeeping employees should disinfect after cleaning.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

20

Entering and Exiting Cleaning Areas

ESSENTIAL ELEMENT

- Describe procedures for entering and exiting assigned cleaning areas. (v4G)

OBJECTIVES TO ACHIEVE

- Explain the purposes of following specified procedures for entering and exiting guest rooms.
- Demonstrate correct procedures for entering and exiting an assigned cleaning area.

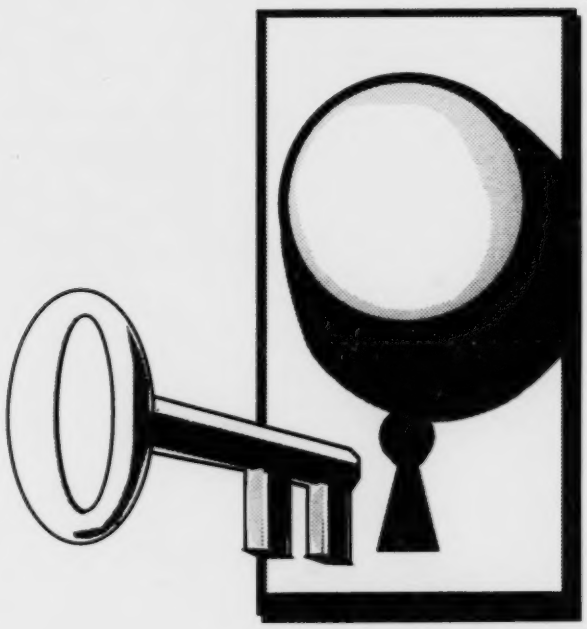
Entering and exiting rooms or areas for cleaning is no matter to be taken for granted by hotel housekeeping employees. Employee safety, guest privacy, and assurance of room cleanliness and order are important aspects of entering and exiting procedures. This chapter concentrates on purposes for hotel operations' entering and exiting procedures as well as the procedures for entering and exiting cleaning areas.

Activity 20–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

"Do Not Disturb" sign

"Out of Order" sign



Activity 20–2
Short Answer

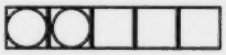
DIRECTIONS: Complete both parts of the following activity to explain the purposes of following specified procedures for entering and exiting guest rooms.

A. Explain the purposes for hotel operations' entering procedures.

B. Explain the purposes for exiting procedures.

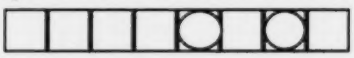
Activity 20–3
Sentence Completion

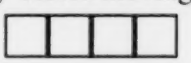
DIRECTIONS: The following statements are related to correct procedures for entering and exiting an assigned cleaning area. Unscramble the words and place them in the boxes provided. When all words are unscrambled, use the circled letters to fill in the blank in the bonus section at the end of the activity.

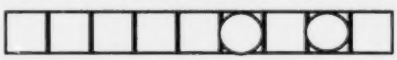
1. Before entering a guest's room, the room attendant should CNKOK and say "housekeeping." 

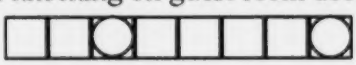
2. Most cleaning carts have wheels that CKLO.

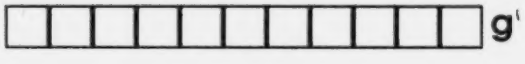
3. Room attendants should never enter a room displaying a "Do Not Disturb" sign until after the EDLNEADI for check-out.

4. The public area housekeeper should not clean a restroom while it is EIPCODCU. 

5. Upon completion of cleaning each guest room, the room attendant should make sure that the RODO locks securely before moving on to another assignment. 

6. The status of each room should be noted on the room attendant's TRKESWEOH. 

7. Room attendants should only use SLEUKNCK when knocking on guest room doors. 

BONUS: 

21

Linen Repair and Maintenance

ESSENTIAL ELEMENT

- Describe procedures for routine linen repair and maintenance. (v4H)

OBJECTIVES TO ACHIEVE

- Describe causes of linen damage.
- Explain the importance of consistent repair and maintenance of linens.
- Demonstrate correct procedures for repair and maintenance of linens.

The lifespan of hotel linens depends upon the care and treatment they receive. Hotel linens need to be handled, laundered, and used properly in order to avoid damage and to maximize their lifespan and good appearance. Improper care causes linens to wear out quickly and greatly affects the hotel's budget. This chapter deals with the causes of linen damage and the importance of and procedures for repair and maintenance of linens.

Activity 21–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

darning

heat-seal machine

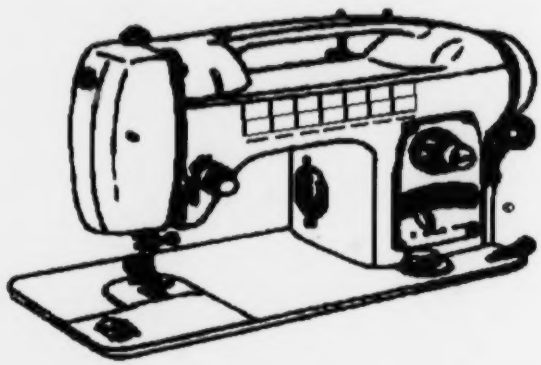
mending

mildew

patching

soiling

stains



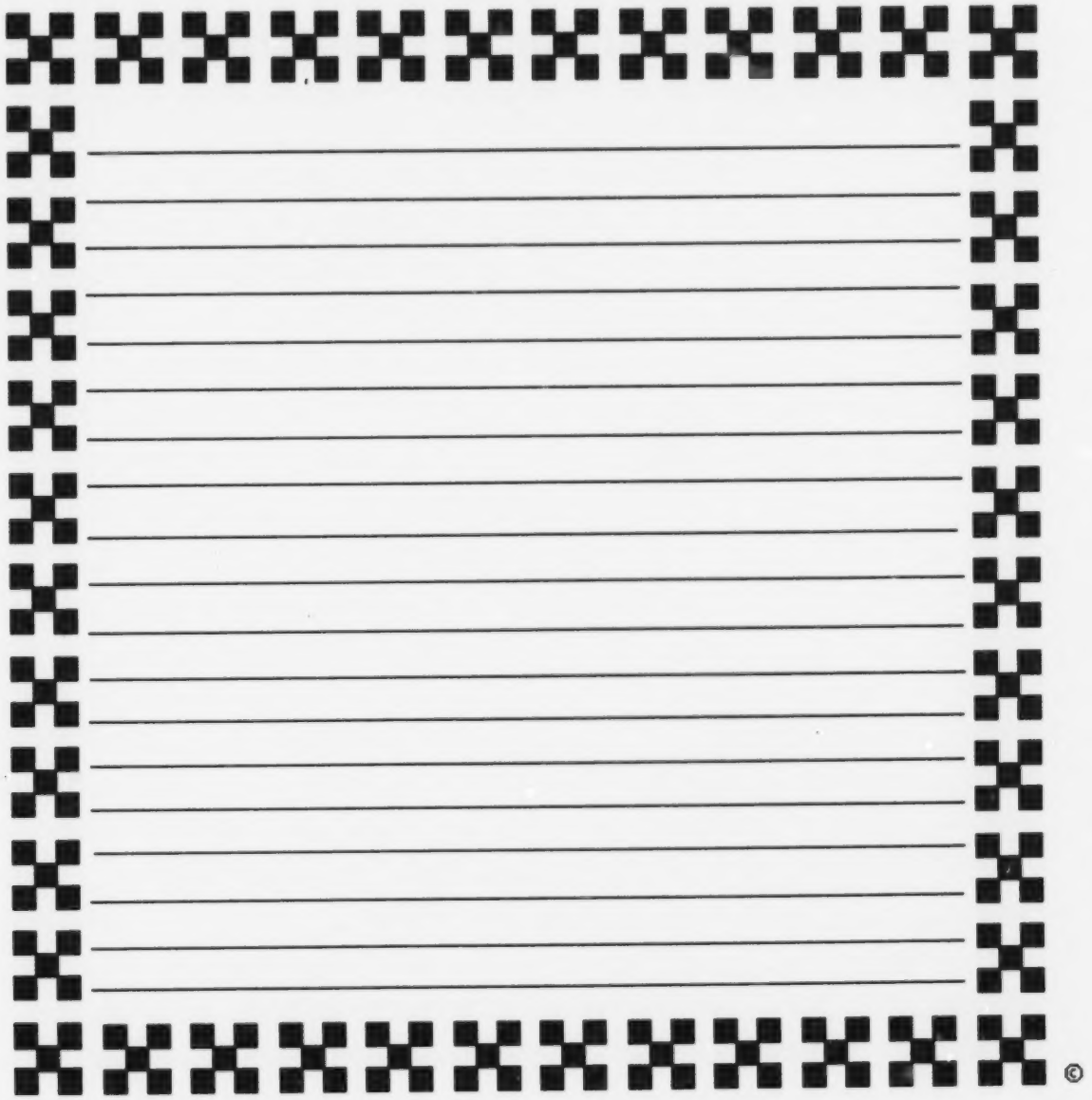
Activity 21–2
Evaluation

DIRECTIONS: Complete the following activity to describe causes of linen damage. Decide if each statement describes an appropriate way to care for linens. If so, place a ✔ in the *Yes* column. If the statement is not an appropriate way to care for linens, place a ✔ in the *No* column.

Statement	Yes	No
1. Linens should be used to wipe up spills.		
2. Damp linens should not be allowed to lie on concrete.		
3. Table linens can be washed with kitchen linens.		
4. Old cloths or specific cleaning cloths should be used for cleaning chemical spills.		
5. Damp linens need to be washed as soon as possible.		
6. Linens should not be mended.		

Activity 21–3
Writing

DIRECTIONS: Write a paragraph explaining the importance of consistent repair and maintenance of linens.



Activity 21–4
Evaluation

DIRECTIONS: Place an X next to the items below which indicate correct procedures for repair and maintenance of linens. List other procedures for repair and maintenance not listed below.

____ 1. Linens should last at least three years before mending is required.

____ 2. New linens should be purchased rather than mending old ones.

____ 3. When darning, work from the wrong side of the fabric.

____ 4. Tablecloths can be made into napkins.

____ 5. Stored blankets should be left unwrapped.

____ 6. When using a solvent stain remover, it is best to use a white cloth to work the stain.

____ 7. Thread that matches the fabric should be used for darning linens.

____ 8. Heal seal machines are used for darning.

____ 9. Stitching by hand is more durable than machine stitching.

____10. Patches should be used when holes in linens are too large to darn sufficiently.

_____11. _____

_____12. _____

22

Sources and Functions of Nutrients

ESSENTIAL ELEMENT

- Describe the sources and functions of nutrients. (v5A)

OBJECTIVES TO ACHIEVE

- Identify the types of nutrients.
- Describe the major functions of nutrients.
- Identify the sources of major nutrients.

Nutrients are life sustaining substances that nourish the human body. They include proteins, carbohydrates, fats, vitamins, minerals, and water. This chapter covers the ways that food supplies nutrients to people's bodies. Because different nutrients are supplied by different foods, it is important for people to eat well-balanced meals daily to receive sufficient quantities of the nutrients needed for their age, weight, and health requirements.

Activity 22–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

anemic
amino acids
animal food products
arteriosclerosis
ascorbic acid
biotin
B vitamins
calcium
calorie
carbohydrates
carotene
cellulose
chloride
cholesterol
choline
chromium
collagen
complete protein foods
copper
disaccharides
essential amino acids
essential fatty acids
fats
fat-soluble vitamins
fiber
fluoridated drinking water
fluoride
folic acid
fructose
galactose
glucose
hemoglobin
hydrogenated
incomplete protein foods
iodine
iron
lactose
lipids
magnesium
maltose
metabolic processes
metabolism
minerals
monosaccharides
niacin
nonessential amino acids
nutrients
pantothenic acid
phosphorus
plant food products
polyunsaturated fats
potassium
proteins
prothrombin
pyridoxine
riboflavin
saturated fats
sodium
starches
sucrose
sugars
sulfur
thiamin
unsaturated fats
vitamin A
vitamin B-12
vitamin C
vitamin D
vitamin E
vitamin K
vitamins
water-soluble vitamins
zinc

Activity 22–2
Sentence Completion

DIRECTIONS: To identify the types of nutrients, complete the activity below. Fill in the blank with the word or words that best complete the sentence. Refer to the list of words below for possible answers. Each word(s) is only used once. Some words may not be used at all.

amino acids
body building
carbohydrates
cellulose
cholesterol
complete proteins
fats
fat-soluble vitamins
iodized salt
minerals
nutrients
water
water-soluble vitamins

1. Proteins, carbohydrates, fats, vitamins, and minerals are called _____.
2. The primary purpose of protein is _____.
3. Nutrients manufactured in plants containing large amounts of sugar and starch are _____.
4. Each protein is composed of smaller units called _____.
5. Nutrients from plant and animal sources providing the most concentrated source of energy are _____.
6. Vitamins A, D, E, and K are called _____.
7. A type of fat used by the body to synthesize or produce vitamin D when skin is exposed to sunlight is called _____.
8. Nutrients from animal products such as meat, poultry, cheese, milk, fish, and eggs are referred to as _____.
9. Vitamins that dissolve in liquids are _____.
10. An effective way to provide iodine in the body and to prevent goiter is the use of _____.
11. Something not considered a basic nutrient but which is necessary for good health is _____.
12. Roughage, which provides bulk in the diet, contains _____.

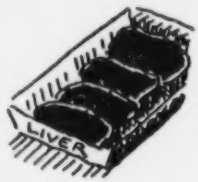
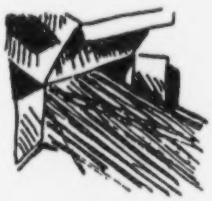
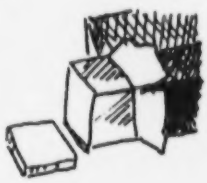
Activity 22–3
Research

DIRECTIONS: For each nutrient listed in the left-hand column, briefly describe its major functions in the space provided to the right.

Nutrients	Major Functions
1. Protein	
2. Carbohydrates	
3. Fats	
4. Vitamin A	
5. Vitamin D	
6. B vitamins	
7. Vitamin C	
8. Calcium	
9. Iron	

Activity 22–4
Identification

DIRECTIONS: Complete the following activity to identify the food sources of major nutrients. In the space below each picture, write the name of the main nutrient found in the food pictured.

1.	2.	3.	4. 
5.	6.	7.	8.
9. 	10.	11.	12.
13.	14. 	15.	16.

23

Nutrient Retention

ESSENTIAL ELEMENT

- Relate food preparation and service techniques to the retention of nutrients. (v5B)

OBJECTIVES TO ACHIEVE

- Discuss the importance of using proper food preparation and service techniques for the retention of nutrients.
- Explain the effects of food preparation and service techniques on retention of proteins.
- Analyze the effects of food preparation and service techniques on retention of carbohydrates and fats.
- Describe the effects of food preparation and service techniques on retention of vitamins and minerals.

Using proper food preparation and service techniques is important to retain the nutritional value of foods. Retention of nutritional value of foods means not only the retention of nutrients but also suppressing the growth of bacteria that cause food-borne illnesses. If foods are not prepared and served by specific methods, nutrients can be lost or destroyed, thus eliminating much of the nutritional value of the foods. This chapter focuses on the proper techniques needed to retain the nutritional value of foods and to suppress the growth of bacteria.

Activity 23–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

baking
boiling
botulism
braising
broiling
clostridium perfringens
cooler
danger zone temperatures
food-borne organisms
grilling
heat destruction
light destruction
microwave cooking
nutrient retention
oxidation
panbroiling
steaming
stir-frying
toxins
trichinosis
wok

Activity 23–2
Sentence Completion

DIRECTIONS: Unscramble the words in the left-hand column to complete the sentences about using proper food preparation and service techniques for the retention of nutrients.

1. CARIBTEA — In order to retain the nutritious value of foods, one must retain the nutrients and suppress the growth of _____ that cause food-borne illnesses.

2. MUEARTEPETR — The growth of food-born organisms in both cooked and stored foods depends on the _____ used.

3. NOISRITHCIS — An individual who eats poorly cooked products that are infected with parasitic worms will probably contract _____.

4. MLTUOMBIS — _____ typically results from improperly canned foods and can be fatal.

5. MDRISTLCOUI NIGSEPRNRFE — A bacteria found in insufficiently cooked meat is called _____ _____.

6. GEPACDAK — _____ foods such as rice and cereals, can be placed in dry storage.

7. TEADD — All items stored in the cooler or freezer should be _____ to give employees an estimate of their shelf life.

8. EARTW-ELSLOUB — Nutrient loss can be caused by _____ -_____ nutrients dissolving out of a food.

9. ALREG — Vegetables to be cooked should be cut into _____ pieces to retain more nutrients.

10. GRSIABIN — Cooking food on low heat, in its own juices or adding a small amount of liquid, is called _____.

Activity 23–3
Writing

DIRECTIONS: Write a short paragraph to explain the effects of food preparation and service techniques on retention of proteins.

Activity 23–4
Research

DIRECTIONS: Analyze the effects of food preparation and service techniques on retention of carbohydrates and fats by responding to the items in the staircase below. Begin with the bottom step. Write your answers to the questions in the blanks provided below the staircase.

5. What effect does cooking have on fat?

4. How should raw fruits and vegetables be served?

3. When carbohydrate foods are cooked, what happens to sugars?

2. When carbohydrate foods are cooked, what happens to starches?

1. What should be done with the water used to cook fruits and vegetables?

1. _____

2. _____

3. _____

4. _____

5. _____

Activity 23–5
True/False

DIRECTIONS: Read the following statements which describe the effects of food preparation and service techniques on retention of vitamins and minerals. In the space to the left of each item, write the word *True* if the statement is true. Write the word *False* if the statement is false. In the space provided, reword each false statement to make it a true statement.

_____ 1. Fat soluble vitamins are easily lost in the cooking process.

_____ 2. Vitamins E and K can be destroyed by light.

_____ 3. Heat does not destroy thiamine and vitamin C.

_____ 4. Preparing foods far in advance of cooking or serving times can result in a loss of nutrients.

_____ 5. The skins of fruits and vegetables typically contain a larger amount of vitamins than other areas.

_____ 6. Vegetables should be soaked prior to their preparation to prevent mineral loss.

_____ 7. The combination and reaction of a substance with oxygen is called oxidation.

_____ 8. Oxidation destroys vitamin B-12, vitamin D, and riboflavin.

24

Housekeeping Procedures and Sanitation Standards

ESSENTIAL ELEMENT

- Demonstrate appropriate housekeeping procedures and sanitation standards. (v5C)

OBJECTIVES TO ACHIEVE

- Identify food-borne illnesses that result from poor sanitation.
- Summarize correct housekeeping procedures and sanitation standards.
- Follow personal sanitation procedures.
- Demonstrate correct dishwashing procedures.
- Describe correct methods for cleaning equipment, maintaining facility sanitation standards, and controlling pests.

If food and beverages are not prepared in sanitary conditions, people can become ill from food-borne illnesses or communicable diseases. Housekeeping and sanitation are important to food and beverage operations. This chapter deals with the appropriate housekeeping procedures and sanitation standards for food and beverage operations. If food and beverages are not prepared within sanitary conditions, many people can become ill from consuming contaminated food. Food and beverage operations also could be held liable for the illnesses and forced out of business.

Activity 24–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

air drying

bacteria

bleach solutions

bus tubs

degreaser

infectious hepatitis

salmonella

staphylococcus aureus

streptococcal infection

Activity 24–2
Research

DIRECTIONS: Unscramble the food-borne illnesses that result from poor sanitation. Write the words on the broken lines. After you discover each illness, list two examples of foods that usually cause the illnesses and two techniques for prevention of the illness. Write your examples on the sold lines.

1. **oslctucayhcosp esauur** ---

   Foods Implicated: _____

   Prevention: _____

   _____

2. **alslmanoel** --- --- --- --- --- --- --- --- --- --- ---

   Foods Implicated: _____

   Prevention: _____

   _____

3. **caotopcacolsret oectnifin** ---

   Foods Implicated: _____

   Prevention: _____

   _____

4. **tuonisecfi tastieiph** ---

   Foods Implicated: _____

   Prevention: _____

   _____

Activity 24–3
True/False

DIRECTIONS: The *pretest* that follows is designed to test your understanding of the practices of housekeeping and sanitation standards. It is geared to practical, day-to-day activities of a food service worker. It does not require that you understand the pathogens or toxins that cause food-borne illnesses. Read each statement and if it is *true*, put a **+** in the blank to the left of each. If it is *false*, put a **0** in the blank next to the statement.

_____ 1. Preprocessing of foods eliminates the risk of food poisoning.

_____ 2. Any kind of food can serve as a vehicle for illness-causing bacteria.

_____ 3. Most raw meat, no matter how reliable its source, is contaminated to a certain extent before it arrives at the food service establishment.

_____ 4. Proper cleaning and cooking will destroy most contaminants.

_____ 5. Disease-causing microorganisms require a warm, moist environment to prosper. For this reason, refrigerated foods can be considered safe.

_____ 6. The dangerous temperature zone is between 45°F and 140°F.

_____ 7. Contamination and spoilage are the same thing.

_____ 8. Most bacteria cannot survive in a high-salt or high-acid food.

_____ 9. Bacteria do not live at all in frozen foods.

_____ 10. Highly acidic foods, such as vinegar and citrus fruits, are virtually never vehicles for disease-causing bacteria.

_____ 11. As long as food does not have a spoiled taste or odor, it can be assumed to be safe.

_____ 12. Foods should be cooled at room temperature before they are refrigerated.

_____ 13. Knives and cutting boards can be used for both raw and cooked meats as long as they are wiped off in between use.

_____ 14. The contents of a swollen can should be tasted to test for wholesomeness and safety.

_____ 15. Soups, stews, and sauces should be cooled in large buckets or stockpots.

_____ 16. Wherever possible, frozen-food products should be stored in their original cartons.

_____ 17. A cook with a sore on his or her hand should cover it with an ordinary bandage before handling food.

_____ 18. The food contact surfaces of cutlery and dishware should never be touched.

_____ 19. Crumbs left over from chicken or seafood breading can be saved safely for reuse later.

_____ 20. If a hot food is kept "piping hot" under a heat lamp, one can be confident that it is safe.

_____ 21. Cooked, perishable leftovers should be chilled to a safe temperature (45°F) in less than four hours.

_____ 22. It is not necessary to use a thermometer to test the temperature of foods. The "feel" of the container is sufficient.

_____ 23. Leftovers should not be mixed with fresh food portions.

_____ 24. Table busers should not handle clean place settings after wiping tables and busing soiled dishware until they have washed their hands.

_____ 25. Food-contact surfaces of equipment should be cleaned and sanitized after every use.

_____ 26. Cloths used to clean equipment can contaminate.

_____ 27. Bacteria cannot live in tobacco, so it is not necessary to wash hands after smoking while on break.

_____ 28. Hair is a prime breeding ground for bacteria. For that reason, it should be kept back off the face.

❀ When you have finished the pretest, go over the answers with your teacher. Use the following chart to rate yourself according to the number of questions you answered incorrectly.

0-3 errors: You have done your job well. You understand the habits and practices that good sanitation requires.
4-6 errors: Not bad. You need to review the subject.
7-11 errors: Getting serious. You might be endangering your customer's health.
12 or more errors: Dangerous lack of understanding. Immediate training necessary.

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Activity 24–4
Evaluation

DIRECTIONS: Place a (✔) in the blank to the left of each item below that describes a sanitation procedure that you employ at your work station. Put an (**X**) by the sanitation procedures that you do not apply to your work station or your duties. Place a (*) by the practices you need to work on or of which you need to be cautious.

_____ 1. I always wash my hands before handling food; after using the toilet; after using handkerchiefs or tissues; after handling garbage, cleaning agents, or poisons; and after handling dirty dishes.

_____ 2. I never lick my fingers or thumbs when preparing and serving foods.

_____ 3. I avoid putting my hands on my face, nose, or hair.

_____ 4. I keep my fingernails clipped and clean.

_____ 5. I always wear a hair net, cap, or pull my hair back when working in the food service areas to keep hair away from food.

_____ 6. I avoid putting my fingers in my hair.

_____ 7. I avoid wearing soiled aprons and outer garments.

_____ 8. I do not chew gum, smoke, or use other tobacco products near the food preparation and service area.

_____ 9. I do not cough or sneeze near food or dishes.

_____ 10. I use disposable tissues and throw them away immediately.

_____ 11. I treat and report sores, rashes, boils, or other skin irritations.

_____ 12. I touch only the handles of forks, knives, and spoons used in preparing food, serving patient trays, or setting tables for dining room service.

_____ 13. I do not touch the rims of glassware and cups.

_____ 14. I do not put fingers inside mixing bowls, plates, and saucers.

_____ 15. I use tongs for placing ice in glasses or pitchers.

_____ 16. I use tongs or plastic gloves for serving pastry, rolls, or doughnuts.

Activity 24–5
Research

DIRECTIONS: Complete the activity below about correct dishwashing procedures. Answer the following questions in the spaces provided.

1. What is the most common chemical used for sanitizing dishes?

   _____

2. Summarize the four steps involved in washing, sanitizing, and drying pots and pans by hand.

1. _____
2. _____
3. _____
4. _____

3. What are the three temperatures needed when dishes are washed by machine?

   Prerinse _____

   Cleansing or Washing _____

   Rinsing or Sanitizing _____

4. Describe the correct procedure for loading glassware, tableware, and flatware in a dishwashing machine.

_____
_____
_____
_____

Activity 24–6
Evaluation

DIRECTIONS: Complete the following activity to describe correct methods for cleaning equipment, maintaining facility sanitation standards, and controlling pests. Decide if each statement describes an appropriate method. If so, place a ✔ in the *Yes* column. If the statement is not an appropriate method, place a ✔ in the *No* column.

Statement	Yes	No
1. Equipment needs to be cleaned after each use with a sanitizer.		
2. Ovens should be cleaned monthly.		
3. Vent hoods need to be cleaned weekly.		
4. Household oven cleaners are sufficient for cleaning food and beverage operation ovens.		
5. Food-contact surfaces of equipment should be cleaned and sanitized after every use.		
6. Standing water in a kitchen could be an indication of drainage problems.		
7. Rodent traps are not necessary unless rodents are seen.		
8. A degreaser should be used on cleaning equipment and counter top surfaces.		

25

Choice of Food Service Equipment

ESSENTIAL ELEMENT

- Use appropriate large and small food service equipment for prescribed task. (v5D)

OBJECTIVES TO ACHIEVE

- Identify food service utensils and equipment.
- Determine which equipment is appropriate for various food preparation tasks.

Utensils and equipment are used by employees of food operations for food preparation. Utensils are small hand tools that are used to stir, cut, mix, serve, and hold food and beverages during preparation. Equipment refers to large items that are used to receive, store, measure, mix, cut, knead, cook, bake, hold, chill foods and beverages, and to clean the food operation. This chapter discusses the selection of appropriate large and small food service equipment for various tasks.

Activity 25–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

au gratin dish
bain maries
bain-marie saucepans
baking pans
baking sheets
balance scale
ball cutters
banquet carts
bench model mixers
boning knives
braziers
bread knives
broilers
buffet unit
cake pans
can opener
Carborundum stones
China cup strainers
chinois
clam knives
cleavers
coffee brewer
colanders
cold food servers
commercial dishwashing machines
convection oven
conventional ovens
cutting boards
deck ovens
deep fryers
dessert cases
double boilers
dough hooks
dough scrapers
dry measuring cups
equipment
exhaust hoods
flat beaters
floor model mixers
food carriers
food choppers
French knives
graters
gravy boats
grease brushes
griddles
grill
hanging utensil rack
heated pass-throughs
high pressure steamers
hold and cold carts
hotel pans
impingement ovens
infrared ovens
ladles
liquid measuring cups
loaf pans
measuring spoons
microwave ovens
mixing bowls
molds
muffin pans
oyster knives
paring knives
pastry bags
pastry blender
pastry brushes
pastry carts
pastry wheel
pitchers
pizza pans

portion scales
proofers
ranges
reconstitution ovens
revolving ovens
roasting pans
roasting rack
rolling pins
rollwarmers
salad cases
sauce pans
sauce pots
saute pans
scoops
sharpening steels
sieve
sizzle platter
skillets
skimmers
slicer knives
slicers
spatulas
springform pan
spoons
steak knives
steam-jacketed kettle
steam tables
stock pots
strainers
table model mixers
thermometers
three-compartment sink
tilting skillet
toaster ovens
tongs
trivet trunnion kettle
two-pronged forks
urn
utensils
utility knives
utility shears
vegetable brushes
vegetable peelers
walk-in coolers
walk-in freezers
whips
whisks
wooden spoons
zester

Activity 25–2
Identification

DIRECTIONS: Identify the following food service utensils and equipment illustrated on the left of each section. Draw a line matching the utensils and equipment to their description.

Part 1

1.

used for trimming or cutting away rinds or skins from fruits and vegetables, usually have two to three-inch blades

2.

used to measure small amounts of liquids or dry ingredients in teaspoons, fractions of teaspoons, and tablespoons

3.

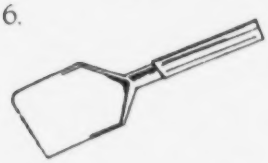
used to cut or split heavy bones and joints, have heavy, wide, rectangular blades that are about seven inches long

4.

are flat and perforated spoons or scoops used to remove foods such as French fries and doughnuts from grease

5.

are used to grab a food item and lift, turn, or serve the item

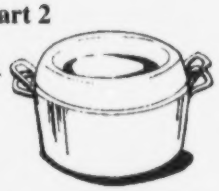
6. 

are made of stainless steel wire shaped into loops and formed into a handle, used to whip, mix, stir, beat, and blend such foods as liquids, eggs, creams, batters, gravies, sauces, and soups

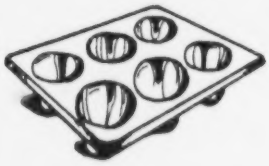
7.

have flat, thin, flexible blades with dull, rounded edges, used for leveling ingredients when measuring; removing foods from flat pans; spreading frostings, sandwich fillings, butter, and other spreads; and mixing

Part 2

8. 

used to spread melted butter or thin mixtures, like egg and water, over pastries and breads

9. 

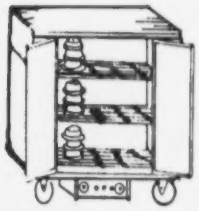
a hand device with five or six U-shaped wire attached to the handle

10.

look like sauce pots but are larger, rounder, and more shallow and are used for brewing, stewing, and braising meats

11.

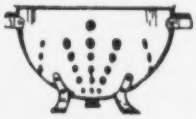
are perforated metal bowls with a pedestal base and handles for lifting, used for washing or draining foods, such as cooked pasta, salad greens, and fruits

12. 

are containers of various shapes that are used to shape gelatins, desserts, and other foods that are served chilled

13.

are used for baking muffins and rolls

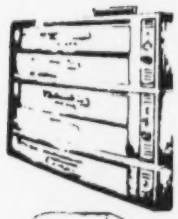
14. 

has a latch on the side of the pan that can be opened after baking to easily remove the cake, used for baking muffins and rolls

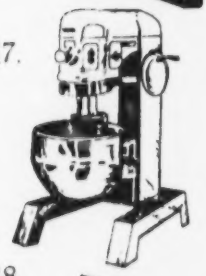
15.

are used to store and transport many meals and preparation supplies to and from serving and storage areas

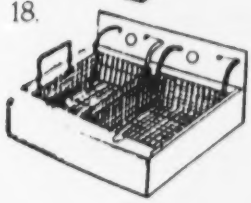
Part 3

16. 

used for mixing, beating, or creaming ingredients for cakes, batters, doughs, and pastries

17. 

used to fry foods immersed in metal baskets into deep pools of hot fat

18. 

rapidly heat frozen convenience foods to serving temperature

Activity 25–3
Research

DIRECTIONS: The following incomplete list deals with cooking equipment. Determine which equipment is appropriate for various food preparation tasks. Fill in the blanks with the best response.

1. Briefly describe one advantage of each of the following types of ovens:

   Microwave _____

   Stack _____

   Revolving _____

   Convection _____

   Reconstitution _____

2. Briefly describe how each of the following equipment cooks food:

   Griddles _____

   Broilers _____

   Deep fryers _____

3. Describe the purpose of the following equipment:

   Bain maries _____

   Salad cases _____

   Banquet carts _____

   Food carriers _____

   Three compartment sink _____

26

Management Principles Related to Food Production and Services

ESSENTIAL ELEMENT

- Identify management principles related to food production and services. (v5E)

OBJECTIVES TO ACHIEVE

- Describe work simplification principles.
- Explain the importance of controlling food, beverage, material, production, and labor costs.
- Review the purposes of production and quality control.
- Explain methods for controlling menu costs.
- Summarize the importance of inventory control.

The purpose of this chapter is to identify management principles related to food production and services. The success or failure of a food and beverage operation can depend on how well managers manage time, work methods, employees, costs, quality control, menu development, and inventory control. A business saves money by managing these factors well. Managers are responsible for continually analyzing their businesses' operations using these factors so they can make improvements and adjustments to keep costs in line and profits high.

Activity 26—1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

assets

batch cookery

food cost

labor cost

marinate

material costs

perpetual inventories

physical inventory

product inventories

production costs

quality control

sales mix

Activity 26–2
Sentence Completion

DIRECTIONS: Describe work simplification principles by completing the following sentences. Supply the missing letters for the most appropriate word to complete each sentence. Write the answers in the spaces provided.

1. Work _____ techniques are designed to allow employees to be more efficient. ☐☐☐p☐☐☐☐☐☐☐i☐☐

2. It is important for a server to consolidate trips to the _____ by making one trip to perform several customers' requested tasks.
☐☐☐☐h☐☐

3. Batch preparation does not work well on all types of foods, especially _____. ☐☐r☐☐☐☐☐☐☐s

4. The amount of time a customer spends at their table is referred to as _____ time. ☐☐☐n☐☐☐☐

5. Job _____ should be accurately represented by employers so that employees can have a better understanding of their duties and responsibilities. ☐☐☐c☐☐☐☐☐☐☐s

6. A list used to delegate tasks needing to be done and food needing to be prepared when cooks arrive to work is called a _____ list.
☐r☐☐

7. Vegetables should be cleaned in the _____ compartment of a kitchen's three-compartment sink. ☐☐☐☐t

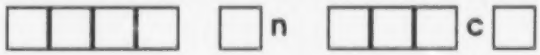
8. Assigning employees _____ tasks helps them develop routines and habits which create momentum helping employees to work faster.

9. Preparing a huge batch of food at one time instead of several small batches of food at different times is known as batch _____.

10. By the time customers are ready to leave a restaurant, only their drinking _____ should be left on the table.

11. Time use and _____ are studied when planning task efficiency.

12. The principle of having an organized effort in food production is known as _____.



Activity 26–3
True/False

DIRECTIONS: Complete the following activity to explain the importance of controlling food, beverage, material, production, and labor costs. Read each statement. Place a ✔ in the *True* column if the statement is true. Place a ✔ in the *False* column if the statement is false. In the space provided, reword each false statement to make it a true statement.

True	False	Statement
		1. Food costs include the cost of the ingredients used to produce a food item and the cost of the labor to produce the food.
		2. Standardized recipes help control food costs.
		3. Product waste and spoilage can result in lost profits for a food operation.
		4. Ineffective cost controls threaten the financial stability of a food service operation.
		5. Material costs include educational opportunities for employees.
		6. An employee's job performance is related to the employee's job training.
		7. Food cost control begins with the menu.
		8. Food and labor are responsible for about 50 percent of a food operation's overall expense.

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Activity 26–4
Short Answer

DIRECTIONS: Complete the two parts of the following activity to review the purposes of production and quality control.

A. *Briefly explain the importance of quality control in food production and services.*

B. *Briefly explain the benefits of production control.*

Activity 26–5
Research

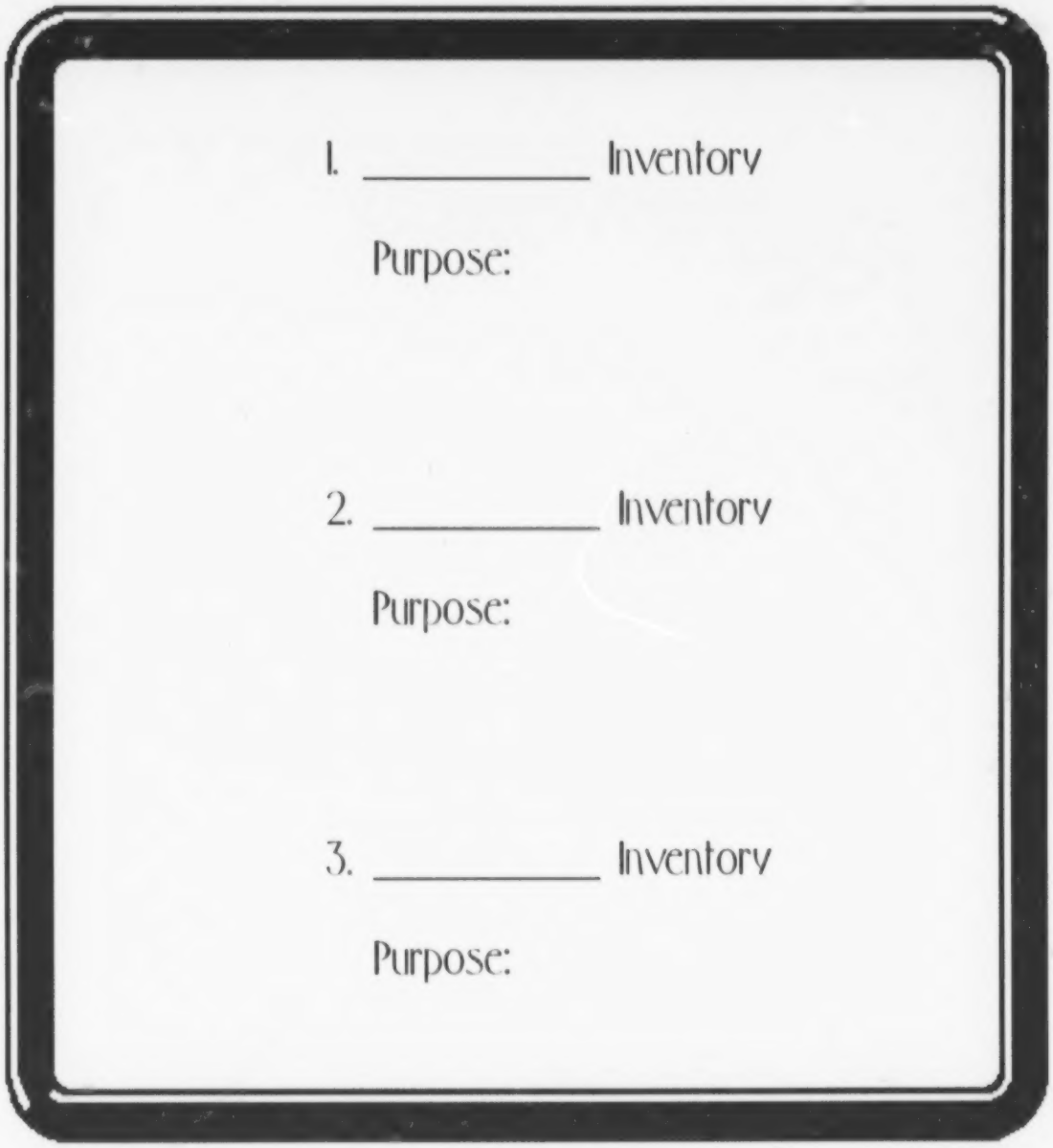
DIRECTIONS: Explain factors that affect the establishment of menu prices and costs by unscrambling the words below. Place the unscrambled word in the box with the corresponding number. After each numbered box has a factor in it, go to the next blank box (no number) above or below the numbered box and write an explanation or description of how the factor affects the establishment of menu prices.

1. **LBARO TSSOC**
2. **HODEAVER**
4. **FODO CIVESER NIOPATERO**
5. **EALSS IXM**
6. **CNIGRPI**
7. **TFOIRP**

1		5	
	4		8
2		6	
	3		7

Activity 26–6
Research

DIRECTIONS: Summarize the importance of inventory control by completing the activity below. On the chalkboard below, list each of the three types of inventories and their purposes mentioned in Chapter 26.



27

Quantity Food Production Techniques

ESSENTIAL ELEMENT

- Apply quantity food production techniques. (v5F)

OBJECTIVES TO ACHIEVE

- Explain the purposes and uses of menus.
- Explain standardized recipes and their uses.
- Discuss how menu specifications are used by food service operations.
- Determine ways convenience foods are used by food service operations.
- Summarize cooking principles important to quantity food production.
- Describe correct food portioning procedures.
- Describe holding and storage techniques.

Quantity food production is more complicated than food production at home. Many standards, principles, and techniques are the same, but special knowledge about preparation, procedures, methods, and service is needed to produce the same quality of food each day. Consistency is an important aspect of quantity food production that must be accomplished. Food operations carefully plan menus, develop standardized recipes, designate portion sizes, and follow menu specifications so that customers will receive consistent, good quality meals.

Activity 27–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

caramelization
convenience foods
conversion factor
conversion formula
dry-heat cooking methods
dry-heat cooking using fat
flavoring
food portioning
fricassee
gelatin
gelatinization
gluten
menu planning
menus
menu specifications
moist-heat cooking methods
portion control
profit
radiation cooking methods
seasoning
smoke point
standardized recipe
standard portions
stock
tenderization
universal food products
yield

Activity 27–2
Short Answer

DIRECTIONS: Explain the purposes and uses of menus by answering the following questions.

1. How can menus be used as marketing tools?

2. According to management personnel employed with the Food Service industry, there are six factors associated with quality menus. List four.

3. According to management personnel employed with the Food Service industry, there are six factors associated with quality menus. List four.

4. Why is it important for a food operation to use universal food products?

5. How can basic ingredients of menu items aid in the food operation's planning?

Activity 27–3
Short Answer

DIRECTIONS: Complete the following activity to explain standardized recipes and their uses.

1. What is the benefit of using standardized recipes in food operations?

_____
_____
_____
_____

2. What is the conversion formula and conversion factor for enlarging a recipe?

Conversion Formula: _____

Conversion Factor: _____

3. After a standardized recipe has been converted, what considerations must be made before it can become a standardized recipe?

_____
_____
_____
_____
_____

4. Adjust the following **Meat Loaf** recipe to increase or decrease the yield. Write your answers in the space provided for the new yields.

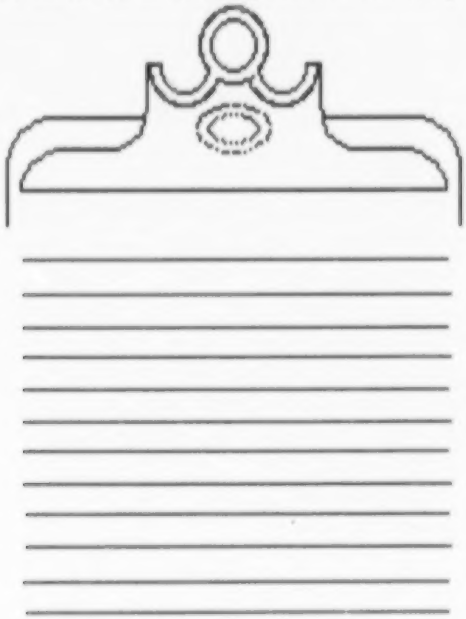
Ingredients	Old Yield (50 portions)	New Yield 100 portions	25 portions
Ground beef	15 lb.		
Eggs	1 doz.		
Tomato Sauce	5 C.		
Onions	1 lb.		
Parsley	2 oz.		
Paprika	2 T.		
Salt	2 T.		
Pepper	2 T.		

What is the conversion factor for 100 portions? 25 portions?

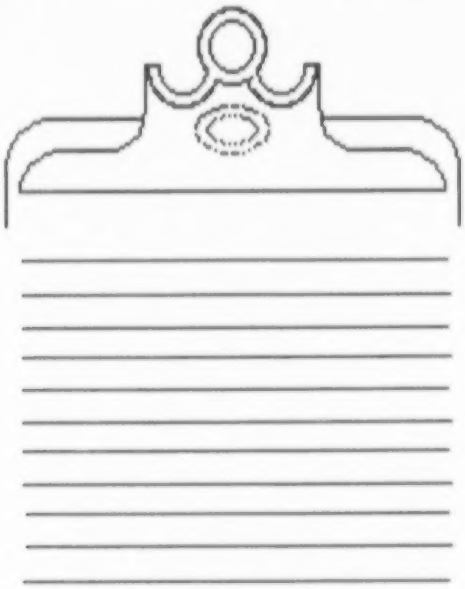
Activity 27–4
Research

DIRECTIONS: On the clipboards below, complete the following activity.

Part A
List twelve items that should be included in menu specifications for purchasing food and beverage supplies.



Part B
List five reasons specifications are used by food and beverage purchasers.



Activity 27–5
True/False

DIRECTIONS: Read the following statements concerning convenience foods and their use by food service operations. In the space to the left of each item, write the word *True* if the statement is true. Write the word *False* if the statement is false. In the space provided, reword each false statement to make it a true statement.

_____ 1. Convenience foods are only used by food operations with low budgets and low quality standards.

_____ 2. Freeze-dried foods are frozen quickly and vacuum dried.

_____ 3. Vacuum-packaged food is prepared and then sealed in plastic and the air is vacuumed out.

_____ 4. Most customers cannot tell the difference between convenience foods and food items made from scratch.

_____ 5. High service level restaurants do not use many convenience items except for some dessert items.

Activity 27–6
Sentence Completion

DIRECTIONS: Summarize cooking principles important to quantity food production by completing the following sentences. Unscramble the word(s) in capital letters to complete the sentences. Write the unscrambled words in the blanks provided.

1. When oatmeal is cooked, TNIZTINIAGALE occurs. _____

2. Leavening agents are also known as SETAY. _____

3. A tasteless, odorless mixture used to thicken foods is called ITELNAG. _____

4. Ingredients in baked goods that act as binding agents, provide volume and tenderness are SGEG. _____

5. A process that softens or breaks connective tissue in meats is called ATZIOTENEDRIN.
_____

6. Most food operations reheat or thaw foods using NIATRADOI cooking methods.
_____

7. Baking, roasting, and broiling are examples of DYR EHTA cooking methods. _____
_____

8. Fat begins to smoke when it reaches a certain temperature known as the KSEOM NOIPT. _____ _____

9. An extract made by simmering bones, meats, poultry, vegetables, or seasonings in a large amount of water is called a KSTCO. _____

10. A method of cooking meat in fat without browning and adding liquid to make a stew is called SRIESFEAC. _____

11. The best way to test if a meat is completely cooked is to check the meat's NETNLAITR temperature. _____

12. The process used to enhance the natural flavors of food is called GNONISASE. _____

Activity 27–7
Short Answer

Part A

DIRECTIONS: In the space provided, write a paragraph describing correct food portioning procedures.

_____

_____

_____

_____

_____

Part B

DIRECTIONS: Complete the following exercises by writing your answers in the space provided.

1. Figure the cost per serving portion for the following items.

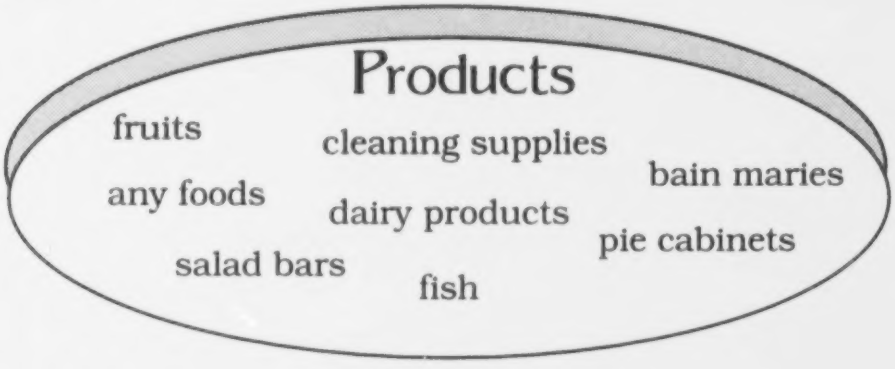
Item	Size	Cost of Item	Serving Size	Cost of Serving
a. Lima beans, frozen	5 lbs.	$3.50	4 oz.	
b. Peas, frozen	5 lbs.	$1.50	3 1/2 oz.	
c. Onions and peas, frozen	3 lbs.	$.34 / lb.	3 1/2 oz.	
d. Green beans, frozen	5 lbs.	$.34 / lb.	3 oz.	

2. Figure the approximate number of serving portions for the following items.

Item	Size	Size of Portion	Number of Portions
a. Orange Juice	1 gallon	5 oz.	
b. Beef sirloin strip (3 lbs. and 12 oz. lost through boning and trimming.)	17 lbs.	10 oz.	
c. Ground beef	50 lbs.	6 oz.	
d. Halibut (7 lbs. and 11 oz. lost through boning, skimming, and trimming.)	70 lbs.	6 oz.	

Activity 27–8
Matching

DIRECTIONS: Complete the following activity to describe holding and storage techniques. Read each statement below. In the blank below each statement, identify the type of product requiring that particular hold or storage technique.



1. A product that must be stored on ice on a perforated pan in a cooler or freezer.
   _____

2. A device that holds foods that are ready to serve at a minimum temperature of 140° F.
   _____

3. These products should be stored in the containers in which they were delivered.
   _____

4. A device required to have a sneeze guard.
   _____

5. A small cooler for storing and displaying desserts.
   _____

6. Products that should be kept in a separate storage area.
   _____

7. Company representatives check dates on these items, rotate stock, and remove outdated products.
   _____

8. These products should be covered and stored at room temperature.
   _____

28

Food Presentation Techniques

ESSENTIAL ELEMENT

- Demonstrate a variety of food presentation techniques. (v5G)

OBJECTIVES TO ACHIEVE

- Explain the importance of attractive food presentation.
- Summarize correct procedures for plating food.
- Review correct procedures for garnishing food and beverages.
- Describe correct packaging techniques for fast food and takeout food.

Food presentation techniques are important to customer satisfaction. Techniques are important to customer satisfaction. Techniques for food presentation include procedures for plating food, garnishing food and beverages, and packaging fast food and takeout food. Food presented properly makes customers happy and contributes to the business' success.

Activity 28 –1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

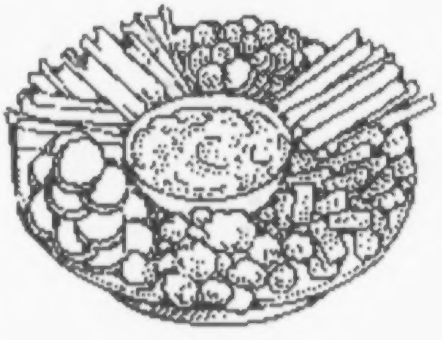
arrangement

balance

food preparation

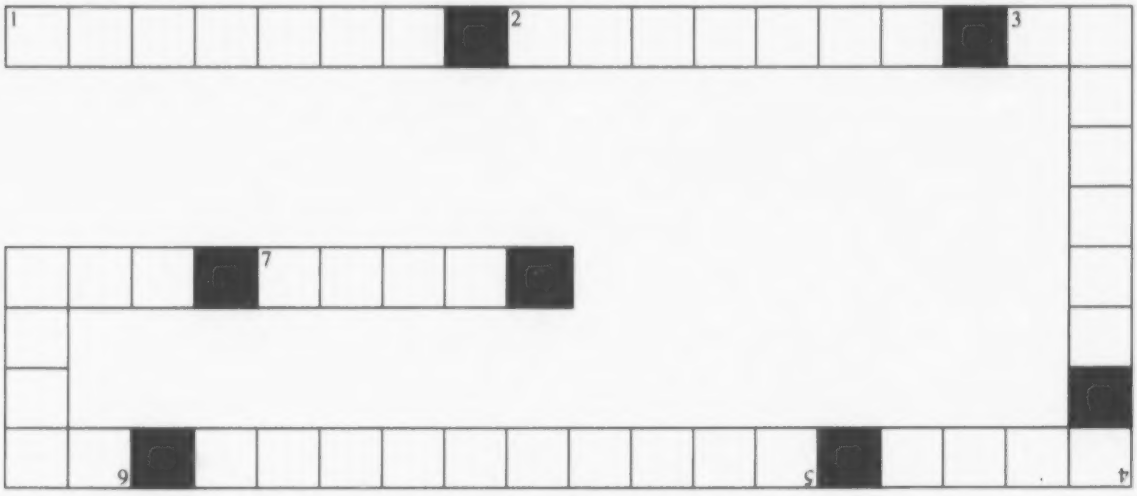
garnish

proportion



Activity 28–2
Puzzle

DIRECTIONS: Complete the puzzle maze below to explain the importance of attractive food presentation. Read each numbered statement. Place the word which best completes each statement in the puzzle by the corresponding number.



1. Providing variety and contrast to create a result that is neat rather than awkward is known as _____ in food presentation.

2. The most limited and least versatile food presentation items due to their lack of color are _____ foods.

3. Chefs often place a sprig of fresh herb or _____ on a plate to add color to the meal.

4. _____ or main entree items usually do not have vibrant colors but are shades of brown.

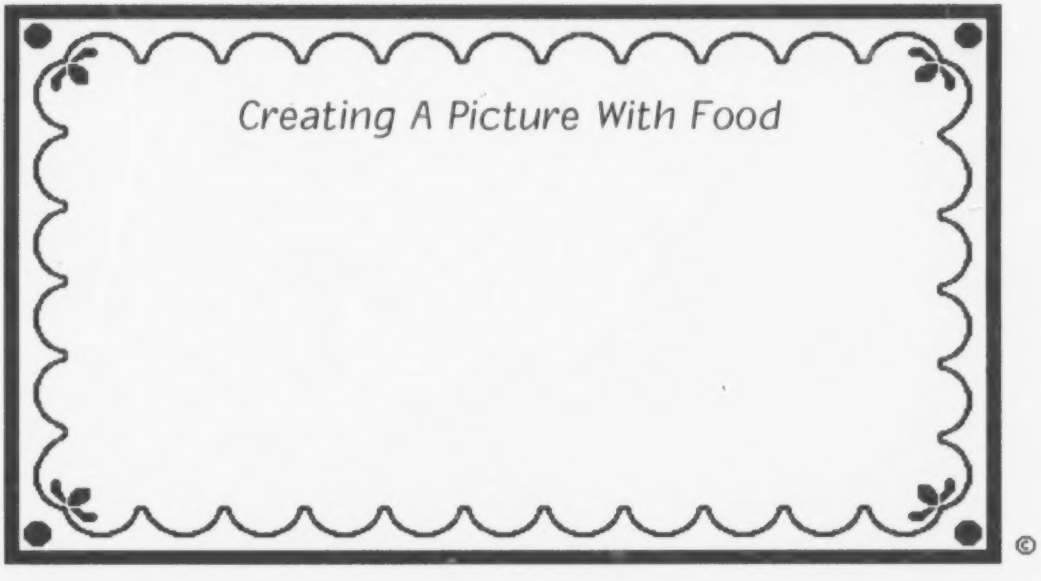
5. The harmonious, balanced relationship between food items on a plate, their portion sizes, plate size, and the visual effect created is called _____.

6. An ornamentation used to adorn or decorate food is called a _____ .

7. _____ on china patterns are an important consideration when plating foods.

Activity 28–3
Research

DIRECTIONS: Complete the following activity to summarize correct procedures for plating food. In the space provided for each category, describe what one should remember when plating food.



Activity 28–4
Research

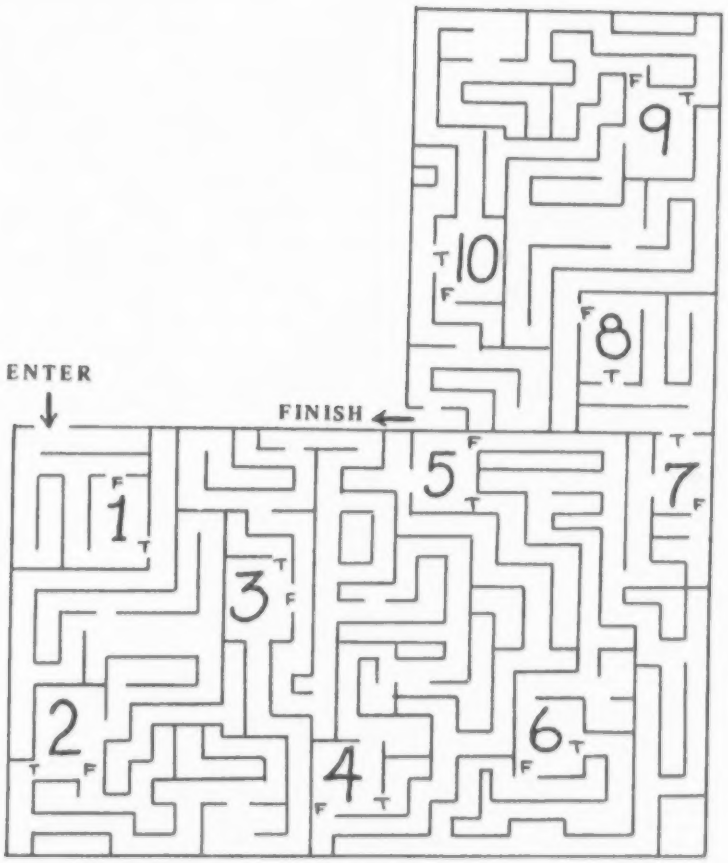
DIRECTIONS: Select an appropriate garnish for the foods listed. In appropriate columns, write a description of the garnish and the reason for using the garnish. Justify use of the garnish by using the guidelines studied in the text.

FOODS	SELECTED GARNISH	JUSTIFICATION
a. Platter of fish		
b. Fruit salad		
c. Vegetable salad		
d. Chicken salad sandwich		
e. Cream soup		
f. Roast beef		
g. Meat salad		

Activity 28–5
True/False

DIRECTIONS: The following exercise will help you describe correct packaging techniques for fast-food and takeout food as well as serving take-out customers. Read each of the statements carefully and then check **T** if the statement is true or check **F** if the statement is false. To check your answers, complete the maze on the next page. Start at "1" and go through the maze passing through the blank of each answer you checked. Only the correct answers will allow you to move through the maze. A wrong answer will lead you to a dead end.

Statement	T	F
1. Fast-food and takeout orders may be a complete meal, single item, or meal combination.		
2. Some seated-service restaurants and cafeterias offer takeout service along with table service.		
3. All fast-food service operations feature takeout service.		
4. Supplies of disposables and prepackaged foods should never be restocked during serving hours.		
5. Takeout orders may be placed only at a drive-up window or an automated ordering device.		
6. Repeat an order to the customer only if you are not sure it is correct.		
7. When packaging takeout orders, they should be wrapped, sacked, boxed, or placed in disposable containers.		
8. Include accompaniments such as salt, pepper, and sauces in a takeout order only when a customer requests it.		
9. As a convenience to the customer; straws, napkins, and plastic utensils should always be provided in a takeout order.		
10. Packages may provide the food operation with an opportunity to advertise items, prices, and ordering instructions.		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29

Food Server Techniques

ESSENTIAL ELEMENT

- Demonstrate food server techniques. (v5H)

OBJECTIVES TO ACHIEVE

- Describe correct procedures for greeting customers and presenting menus to customers.
- Outline correct procedures for writing, placing, and picking up orders.
- Demonstrate correct procedures for serving food and beverages.
- Discuss correct procedures for completing sidework.
- Explain the importance of cooperating with co-workers.
- Review banquet service techniques.
- Analyze techniques used to market food service operations to targeted customers.

From the moment customers enter a food operation until they begin dining, important impressions are made. Customers evaluate a food operation during this time. Customers base their evaluations of food operations on the way they are greeted, seated, presented a menu, informed of menu specials, assisted in ordering, and served; the attitudes exhibited by the various employees; the amount of time spent waiting; and the follow-up service offered during the meal.

Activity 29–1
Vocabulary

DIRECTIONS: Using your textbook, a dictionary, and other references, define the vocabulary words listed below. Define words as they are used in the Reference Book. Consult with your teacher regarding the possibility of working in groups, dividing the list among students, or selecting the most relevant words.

course

house specials

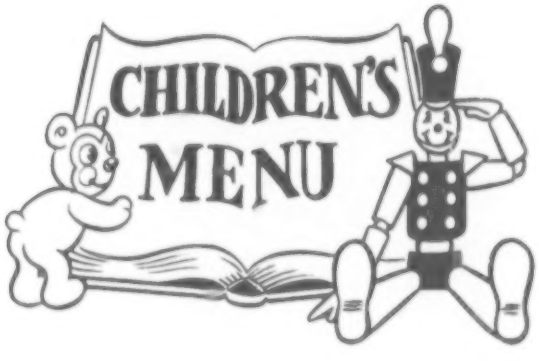
merchandising the menu

party

selling the menu

sidework

station



Activity 29–2
Short Answer

DIRECTIONS: Answer the following questions in the space provided.

1. Write two ways to greet a guest in a restaurant.
   a. _____
   b. _____

2. What should you do if a guest
   a. has reservations? _____
   b. does not have reservations? _____

3. What are three considerations that may affect the selection of a table?
   a. _____
   b. _____
   c. _____

4. At a table, when would you pull out the best seat for
   a. a young lady?_____
   b. the eldest lady?_____

5. Customers have a choice of dining in either of two sections which are
   a. _____
   b. _____

6. When a server tells a customer about a special of the day it is called
   _____

7. Speciality items food operations prepare are called
   _____

Activity 29–3
Evaluation

DIRECTIONS: Complete the following activity to outline correct procedures for writing, placing, and picking up orders. Decide if each statement explains an appropriate way to write, place, or pickup an order. If so, place a ✔ in the *Yes* column. If the statement is not an appropriate way to write, place, or pick up an order, place a ✔ in the *No* column.

Statement	Yes	No
1. When a man and woman dine together, the server should address the woman.		
2. When a group of customers dine together, the server should address the customer who is paying for the meal or the oldest male at the table first.		
3. When two people of the same gender dine together, the server should address each person.		
4. If needed, the server addresses each customer, beginning with the next customer to the left of the person addressed first.		
5. Food should be placed on a tray while the server gathers other items.		
6. The taste and texture of cooked fish deteriorates rapidly after removal from the cooking process.		
7. After writing a customer's order, the server should take the ticket to the kitchen where it should be hung on a revolving wheel in the pass-through between the cook and service area.		
8. Servers should use an abbreviation system adapted by the food operation when taking orders.		

Activity 29–4
Sentence Completion

DIRECTIONS: It is important to know the general rules of serving food and beverages in order not to inconvenience the guest. Complete the following activity to demonstrate correct procedures for serving food and beverages by placing an **X** by the correct answer. Reinforce the serving procedure by reading the statement and writing the answer selected in the blank provided.

At a Table

1. Serve food from the _____.
   ____ right ____ left

2. Serve beverages from the _____.
   ____ right ____ left

3. Serve soup from the _____.
   ____ right ____ left

4. Refill beverages from the _____.
   ____ right ____ left

At a Booth

5. Serve the guest on the _____ first.
   ____ right ____ left

6. Serve the guest on the left with the _____ hand.
   ____ right ____ left

7. Place dishes on the table with the thumb on the _____ edge of the plate.
   ____ upper ____ lower

8. Plates should be _____ into place.
   ____ slid _____ lowered

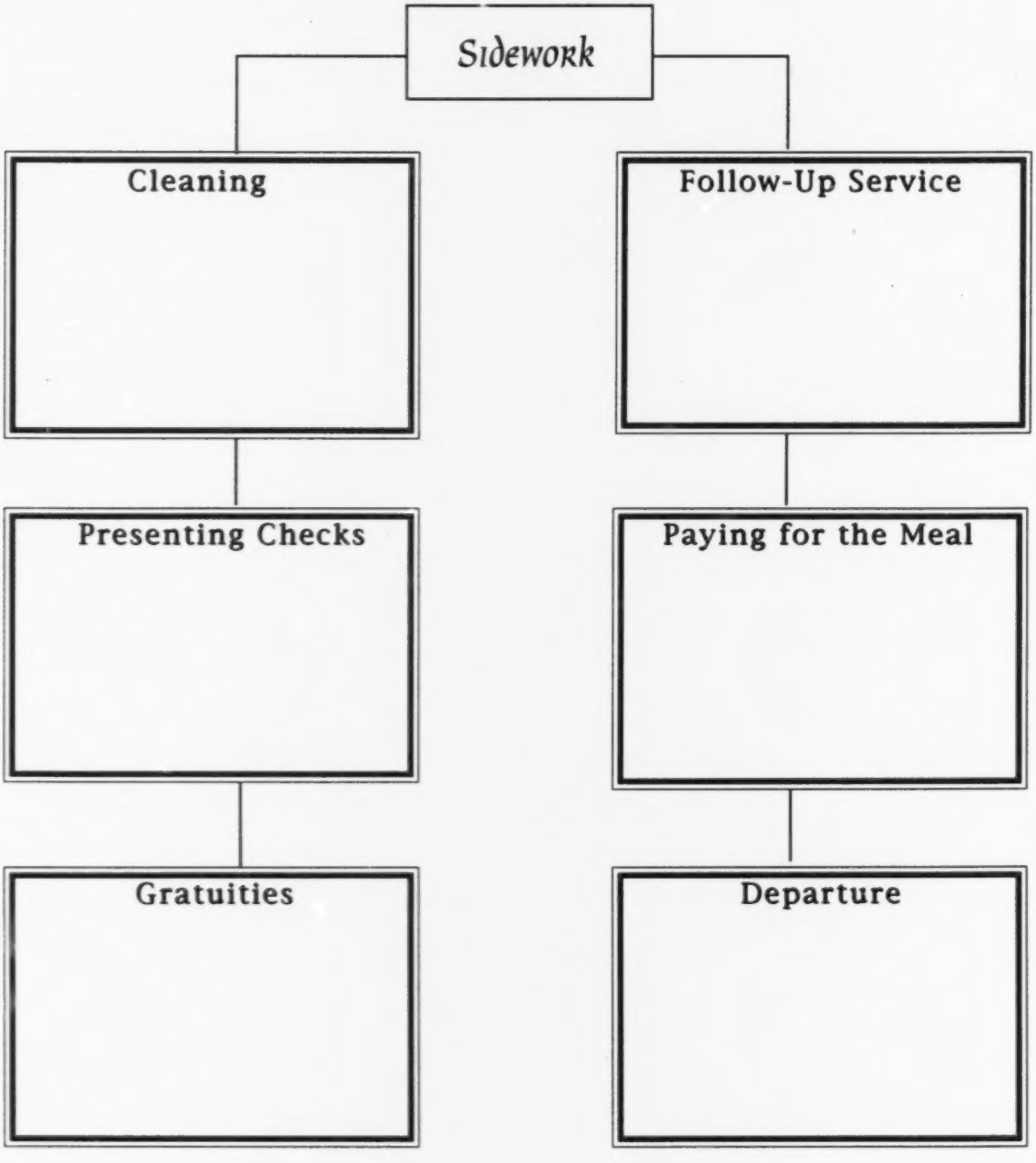
Removing Dishes

9. Never reach across a guest to clear away dishes unless it is at a _____.
   ____ booth ____ table

10. Dishes are usually cleared from the _____ side of a customer.
    _____ right _____ left

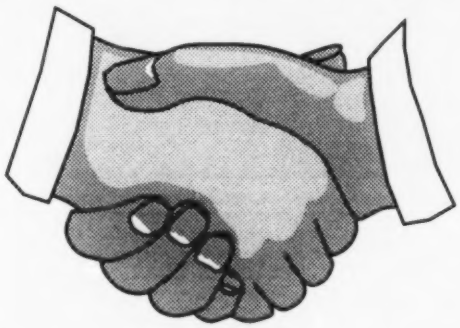
Activity 29–5
Research

DIRECTIONS: Complete the following activity to discuss correct procedures for completing sidework. In each of the boxes below, identify the correct procedures for each title.



Activity 29–6
Sentence Completion

DIRECTIONS: Complete the following sentences regarding the importance of cooperating with co-workers by unscrambling the words and placing them in the blanks provided.



1. Individuals should show an TRNIEEST in co-workers.
   — — — — — — — — —

2. An individual should look for additional jobs to do when his or her own tasks are DTLPEOCME.
   — — — — — — — — — —

3. An individual can gain extra job PREIXECENE by helping other employees.
   — — — — — — — — — — —

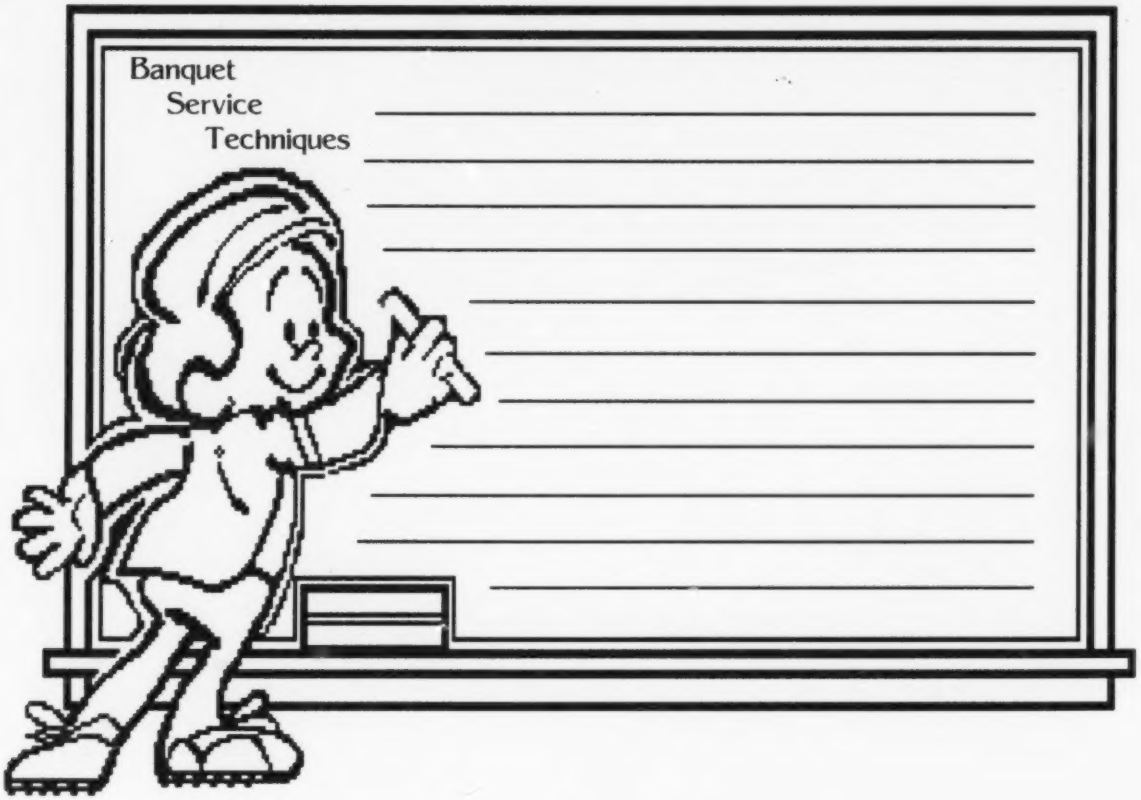
4. The KRWMOETA approach encourages servers to help each other when needed.
   — — — — — — — — —

5. Working as a team provides employees with greater job satisfaction, less SETSRS, and more confidence.
   — — — — — — —

6. Managers should ETLUATGONCRA employees for good work.
   — — — — — — — — — — — — —

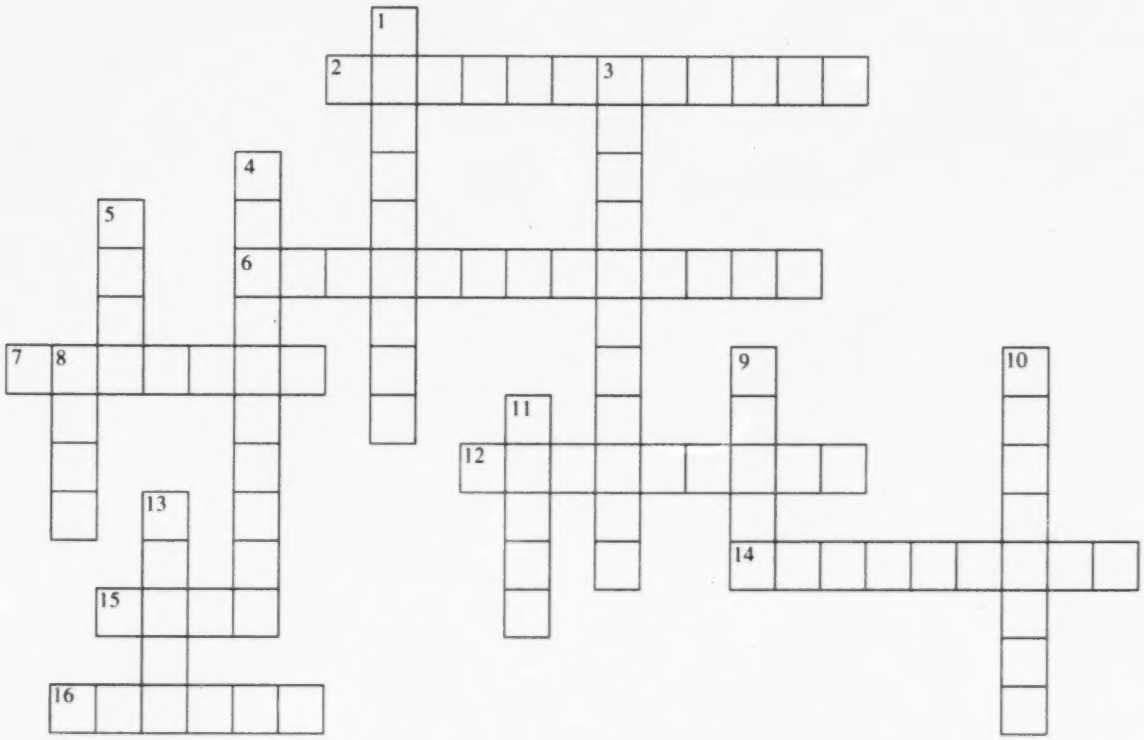
Activity 29–7
Writing

DIRECTIONS: Write a paragraph to review banquet service techniques.



Activity 29–8
Puzzle

DIRECTIONS: To analyze techniques used to market food service operations to targeted customers, work the following crossword puzzle. Use the clues provided below.



ACROSS

2. Customers on diets need to know which menu items would be acceptable to their dietary _____.

6. Advertising the menu or items in it using various visual methods is known as _____ the menu.

7. _____ customers should be seated where it is not too noisy, possibly near the entrance of a food operation.

12. Whole menu marketing and merchandising is directed toward _____.

14. Indecisive customers may require extra time to make _____ regarding their order.

15. Young children may need extra attention and accessories including highchairs and _____.

16. Food operations must learn the _____ of food service their customers prefer in order to be successful.

DOWN

1. All customers should be treated equally so that none of them feel _____.

3. Most hotel food operations offer a basic _____ approach to dining with only a few regional items on their menus.

4. _____ must be handled tactfully in order to save repeat business as well as the server's tip.

5. When working with a blind customer, the server should _____ the ticket's items and total when presenting it to the customer.

8. Blind customers should be led to the table with the host/hostess taking the customer's _____ arm.

9. Food service operations must determine the cost of menu items by evaluating how much money customers are willing to _____ on meals.

10. Specialty restaurants in hotels typically offer only _____ food items.

11. Customers in a hurry need _____ service.

13. Customers that are _____ should be seated away from other customers.